CONFERENCE REGISTRATION INFORMATION:

Registration for the 2020 NAGARA Annual Conference must be completed using the online registration system found here.

This Conference Program outlines the pre-conference workshop and exam preparation offerings and 27 educational sessions offered at this year’s 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:

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<th>Early-bird*</th>
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<td>NAGARA Members</td>
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*Early-bird pricing ends April 30, 2020

CONFERENCE JUSTIFICATION TOOLKIT:

NAGARA understands it can sometimes be difficult to find both the time and money to invest in professional development – no matter how important it is. We all know that government organizations tend to be chronically under-funded and under-resourced, which means that regardless of the merits of professional development, you’ll need to carefully justify the expense to your organization. Whether it comes in the form of paid time off or financial support for your attendance, the NAGARA Justification Toolkit will provide you with the resources you need to help you make the case for attending the 2020 NAGARA Annual Conference to your supervisor.

The NAGARA Justification Toolkit can be found online here, and includes the following items:

- A customizable template for a justification letter to your supervisor/manager;
- A Conference Benefits Worksheet to help you calculate the ROI of conference attendance;
- An expense worksheet to help you work out the numbers; and,
- A customizable Post-Conference Attendee Report

2020 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!

- Christopher Magee, Archives Specialist, DOE - Western Area Power Administration
- Doug Rollo, Records Management, Local Government, Georgia Archives
- Heidi Steed, RIM Specialist, Utah State Archives and Records Service
- Julia Johnson, Records Management Officer & Coordinator, Capital Metropolitan Transportation Authority
- KarenDe Herman, Records Manager, MT Dept of Natural Resources and Conservation
- Kim Edwards, Records Manager, Thomas Jefferson National Accelerator Facility
- Laura Saegert, Assistant Director, Archives, Texas State Library and Archives Commission (TSLAC)
- Robbie Schonher, Assistant Town Clerk, Town of Castle Rock
- Sharon Smith, Senior Project Manager, Library and Archives Canada
- Tammy Goss, Records and Information Manager, Archivist, Instructor, WPPI Energy
- Teresa Boyd, Archivist/Records Manager, Department of State
- Todd Ellison, Records Administrator, City of Durango
TUESDAY, JULY 7, 2020

8:00 AM – 5:00 PM | NAGARA Board of Directors Meeting

WEDNESDAY, JULY 8, 2020

8:00 AM – 5:00 PM: FULL DAY WORKSHOPS & EXAM PREPARATION COURSE OFFERINGS (2 OPTIONS)

WORKSHOP: "Tips and Tricks on Writing a Successful Grant Application" (REGISTER HERE)
PRESENTER: Nancy Melly, Director for Technology Initiatives, National Historical Publications and Records Commission, NARA
PRICE: $150.00 (A continental breakfast, boxed lunch, and AM and PM coffee breaks are included in the registration fee.)
OVERVIEW: This workshop will introduce attendees to the competitive archival grant programs at the National Archives and Records Administration, which are made through the National Historical Publications and Records Commission (NHPRC). 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 instructor 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.

EXAM PREPARATION: ICRM Full Day Course for CRA and CRM Candidates (REGISTER HERE)
PRESENTERS: Patricia Franks, Ph.D., CRM, CA, IGP, MARA Program Coordinator, Professor, Master of Archives & Records Administration, San Jose State University iSchool; Caroline Walters, CRM, IGP, FAI, President, ICRM; and Stephanie McCutcheon, CRM, IGP, Principal Consultant – Governance, Risk, Compliance, Ricoh USA, Inc.
PRICE: $229.00 (A continental breakfast, boxed lunch, and morning and afternoon coffee break is included in the registration fee.)
OVERVIEW: The Institute of Certified Records Managers (ICRM) is one of NAGARA’s Corporate Partners and an international certification body that provides credentials to those working in the RIM profession. After 45 years of service to the RIM profession, ICRM certification continues to be the gold standard for records managers to advance their skills and competencies and ultimately their RIM careers.

This full day exam course will include an overview of the ICRM Exams associated with the Certified Records Analyst (CRA) and Certified Records Manager (CRM) credentials including qualifications, application process and a review of the material covered in Parts 1-6, with sample questions.

Attaining ICRM Certification is based on educational background, professional work experience and successful completion of Parts 1-6 for the Certified Records Manager (CRM) or Parts 2-4 for the Certified Records Analyst (CRA):

- Part 1 – Management Principles and the Records and Information (RIM) Program
- Part 2 – Records and Information: Creation and Use
- Part 3 – Records Storage, Retrieval, Conversion and Facilities
- Part 4 – Records Appraisal, Retention, Protection and Disposition
- Part 5 – Technology
- Part 6 – Business Case
Parts 1 through 5 each consist of 100 multiple-choice questions and are based on fundamental records and information management practices, and represent the best practices in the industry. These questions are chosen as equally as possible from all parts of the Annotated Outlines.

There is no better way to prepare for the ICRM certification process than to attend sessions designed to prepare you with the knowledge, tools and strategies for passing this rigorous examination. The information presented by RIM professionals certified by the ICRM will be invaluable to you as you achieve your certification.

KEY TAKEAWAYS FROM THIS COURSE:

Professionals attending this course will receive information on the qualification and application process for the CRA and CRM credentials. A detailed overview of the material covered in Parts 1-5 (including 20 sample questions for each part). And an overview of Part 6, the case study portion of the exam, with strategic tips for passing as well as the Pearson VUE electronic testing environment.

8:00 AM – 12:00 PM: HALF DAY MORNING WORKSHOPS & EXAM PREPARATION COURSE OFFERINGS (3 OPTIONS)

WORKSHOP: "The Basics of Records Management" ([REGISTER HERE](#))
PRESENTER: Caryn Wojcik, CA, MILS, Senior Records Analyst, Michigan Records Management Services Department of Technology, Management and Budget
PRICE: $75.00 (A continental breakfast and mid-morning coffee break is included in the registration fee.)
OVERVIEW: All government activities generate records. Records exist in a wide variety of formats including paper, microfilm, photographs, e-mail, databases, etc. Employees should be able to find the records they need to do their work quickly and easily. It is important to dispose of records that have fulfilled their retention requirements so they do not waste space, make it harder to find important information, and become a liability. In addition, records with long-term and historical value need to be protected and preserved.

This pre-conference workshop is for new records managers, or records management programs that want to grow. Presenters will cover the various elements of a records and information management program: Retention Schedules, Records Inventory, Vital Records Protection, Active File Management, Filing System Development, Filing Equipment, Inactive Files Management, Micrographics, Digital Imaging, Electronic Records Management, Document Management, Records Destruction, Litigation and Discovery, Records Preservation, and Total Cost of Ownership.

This pre-conference workshop will provide an introduction and overview of the important records management responsibilities of government employees.

WORKSHOP: "Information Governance: Balancing Transparency and Information Security on a Budget" ([REGISTER HERE](#))
PRESENTERS: Eric Stene, Records and Information Management Officer, City of Austin, Texas; and Alex Webb, Business Process Consultant Senior, City of Austin, Texas
PRICING: $75.00 (A continental breakfast and mid-morning coffee break is included in the registration fee.)
OVERVIEW: Municipal Governments are on the front line of information governance resulting from the increasing volume of information, the increased reliance on vendors and software to address information governance concerns, and continued demands to protect privacy and sensitive information. This workshop will provide attendees with an overview of the concepts of an Information Governance Program. The session will address the challenges that governmental entities face in balancing the public’s demand for transparency while protecting privacy and ensuring
information assets are secure. The session will highlight actionable steps that attendees may incorporate into their records management practices through the development of policies and deliverables to implement an Information Governance program with existing resources.

Takeaways for attendees will include:

- Greater knowledge of Information Governance and how it benefits your organization;
- Methods to implement an Information Governance Program with existing resources;
- Action Steps for addressing security, technology, legal, risk, compliance, and privacy issues in your Information Governance/RIM Program.

**EXAM PREPARATION: ICRM Half Day Course for CRA Candidates** *(REGISTER HERE)*

**PRESENTERS:** Patricia Franks, Ph.D., CRM, CA, IGP, *MARA Program Coordinator, Professor, Master of Archives & Records Administration, San Jose State University iSchool; Caroline Walters, CRM, *ICRM Regent for Exam Development; Paula Sutton, CRM, IGP, FAI, President, ICRM; and Stephanie McCutcheon, CRM, IGP, *Principal Consultant - Governance, Risk, Compliance, Ricoh USA, Inc.*

**PRICE:** $129.00 *(A continental breakfast and morning coffee break is included in the registration fee.)*

**OVERVIEW:** The Institute of Certified Records Managers (ICRM) is one of NAGARA's Corporate Partners and an international certification body that provides credentials to those working in the RIM profession. After 45 years of service to the RIM profession, ICRM certification continues to be the gold standard for records managers to advance their skills and competencies and ultimately their RIM careers.

This half day exam course contains preparation for the CRA (Parts 2-4) including qualifications, application process and a review of the material covered in Parts 2, 3 and 4, with sample questions.

Attaining ICRM Certification is based on educational background, professional work experience and successful completion of Parts 2, 3, and 4 for the Certified Records Analyst (CRA):

- Part 2 – Records and Information: Creation and Use
- Part 3 – Records Storage, Retrieval, Conversion and Facilities
- Part 4 – Records Appraisal, Retention, Protection and Disposition

Parts 2-4 each consist of 100 multiple-choice questions and are based on fundamental records and information management practices, and represent the best practices in the industry. These questions are chosen as equally as possible from all parts of the Annotated Outlines.

There is no better way to prepare for the ICRM certification process than to attend this course designed to prepare you with the knowledge, tools and strategies for passing this rigorous examination. The information presented by RIM professionals certified by the ICRM will be invaluable to you as you achieve your certification.

**KEY TAKEAWAYS FROM THIS COURSE:**

RIM professionals attending the morning half day session will receive information on the qualification and application process for remaining exams required to achieve the Certified Records Analysts (CRA) credential (Parts 2, 3 and 4).

A detailed overview of the material covered in Parts 2, 3 and 4 (including 20 sample questions).

1:00 PM – 5:00 PM: HALF DAY AFTERNOON WORKSHOPS & EXAM PREPARATION COURSE OFFERINGS (2 OPTIONS)
WORKSHOP: "Records Managers and Archivists: Key Allies in the Development of a Municipal Archive" (REGISTER HERE)
PRICING: $75.00 (An afternoon coffee break is included in your registration fee.)
PRESENTERS: Anne Frantilla, City Archivist, City of Seattle, Washington; and Debra Korty, Corporate Records Analyst, City of Austin, Texas
OVERVIEW: Municipal governments are the primary source for a community’s history through the documentation of official actions of the government and the government’s interactions with its residents. However, the majority of municipalities inadequately fund and support records management and archival programs. These programs are constantly competing for limited resources with other vital and popular programs such as roads, transportation projects, parks and health and safety. Government archivists and records managers must build support and work together to ensure the preservation of the history of our organizations and community. This session will address how records management professionals and archivists work together to develop and support municipal archival programs for the purpose of preserving a community’s history.

Takeaways for attendees will include:
- How government records managers can assist in the identification and classification of archival material;
- What assistance government archivists need from the records managers;
- How relationships between records management and the archives can serve as a foundation for working with other city departments;
- Tips for advocacy for both records management and archival needs;
- Action Steps for addressing digital preservation issues.

EXAM PREPARATION: ICRM Half Day Course for CRM Candidates (w/ CRA already) (REGISTER HERE)
PRESENTERS: Patricia Franks, Ph.D., CRM, CA, IGP, MARA Program Coordinator, Professor, Master of Archives & Records Administration, San Jose State University ISchool; Caroline Walters, CRM, ICRM Regent for Exam Development; Paula Sutton, CRM, IGP, FAI, President, ICRM; and Stephanie McCutcheon, CRM, IGP, Principal Consultant - Governance, Risk, Compliance, Ricoh USA, Inc.
PRICE: $129.00 (An afternoon coffee break is included in the registration fee.)
OVERVIEW: The Institute of Certified Records Managers (ICRM) is one of NAGARA’s Corporate Partners and an international certification body that provides credentials to those working in the RIM profession. After 45 years of service to the RIM profession, ICRM certification continues to be the gold standard for records managers to advance their skills and competencies and ultimately their RIM careers.

This afternoon half day option is the second-half of the full-day workshop and is best suited for attendees with the CRA certifications and are now continuing to obtain their CRM credentials. The afternoon ICRM Exam Prep Workshop contains preparation for the CRM (Parts 1, 5 and 6), including qualifications, application process and a review of the material covered in Parts 1 and 5 with sample questions.

Parts 1 and 5 each consist of 100 multiple-choice questions and are based on the fundamentals of records and information management practices and represent the best practices in the industry. These questions are chosen as equally as possible from all parts of the Annotated Outlines. An overview of Part 6 is the case study portion of the exam, with strategic tips for passing as well as the Pearson VUE electronic testing environment.
THURSDAY, JULY 9, 2020

8:00 AM - 9:00 AM: Exhibit Hall Open
Join us for coffee and your first look at the 2020 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 2020 NAGARA Annual Conference and hear from invited keynote speaker David Ferriero, Archivist of the United States

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: “How to Win Friends and Influence Records Management: Leveraging Your Archival Collections to Promote Records Management”
PRESENTERS: Christina Bryant, MLIS, CA, Director, Louisiana Division/City Archives & Special Collections, New Orleans Public Library AND Brittanny Silva, MLIS, CRM, Librarian, Louisiana Division/City Archives & Special Collections, New Orleans Public Library
FOCUS: Archives
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.

SESSION 2: “Partnering for transformation: Making M-19-21 a reality”
PRESENTER: Laurence Brewer, Chief Records Officer of the U.S. Government
FOCUS: Mix
OVERVIEW: In this session, Laurence Brewer, Chief Records Officer of the U.S. Government, will illustrate how his office is leading the transition to fully electronic government. Laurence will talk the new policies and guidance, new approaches to training, and ongoing maturation of records and information management in the Federal government. This session is being designed to be interactive. Attendees are encouraged to ask Laurence questions!

SESSION 3: “How These Records Managers Mined Their Past and Are Engineering Their Future – Three Records Management Program Successes from City, County, and State Governments”
PRESENTERS: Eric Stene, CRM, Records and Information Management Officer, City of Austin, TX; Bob Dent, Director, Government Records, Mississippi Department of Archives and History;
AND Holly Dolan, *Records Management Officer*, Denton County, TX  
**FOCUS:** RIM  
**OVERVIEW:** While the role of a records manager and archivist can vary between city, county, and state government entities, we can agree that all of their roles can be summed up with this year’s theme: Mining our past, Engineering our future. Regardless of size, budget, or location, records managers and archivists must juggle both the past and the future: dealing with legacy technology, making sense of unorganized paper records, prioritizing history preservation - while simultaneously looking ahead and proactively implementing more connected processes and systems.

Presenting three unique perspectives, this session will feature a panel of three records managers and archives professionals who have all have embodied this year’s theme—they have engineered changes and improvements to their records management programs, while successfully coordinating archival projects.

Representing city, county, and state governments, the panel will discuss the challenges and successes of their records management program initiatives in an engaging, dynamic format. With a moderator facilitating the discussion, panel will cover a wide range of relevant topics: from legacy technology upgrades and cloud migration to new records facilities, overhauling existing processes, and promoting organizational change. Attendees will learn about the challenges and successes of the panelists and come away with techniques and action items they can apply in their own roles.

**SESSION 4: “Navigating the Digital Transformation Journey: Real World Successes”**  
**PRESENTERS:** Mary Ellen Buzzelli, *Director of SLED Industries*, Iron Mountain AND Alex Sisseron, *Product Manager*, Iron Mountain  
**FOCUS:** IG  
**OVERVIEW:** Federal, state and local agencies are facing significant challenges when it comes to budget, accessibility, security, privacy and compliance. That’s in addition to the requirement to digitally transform their records and information management programs. But, agencies across the public sector have been successful in their digital transformation efforts – this session explains how.

In this presentation you will learn the importance of considering the full information lifecycle, from creation to disposition. The session will outline the steps involved in proper information lifecycle management and will offer real world use cases from both federal and state/local agencies about how this is accomplished. Finally, it will discuss how this approach will streamline the digital transformation process, while enhancing security and privacy controls.

**12:30 PM - 1:30 PM: Lunch**  
*Join us for a delicious deli lunch buffet, included in your full-conference registration fee.*

**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: “Pre-1920 County Records Inventory: Unearthing Historic Records”**  
**PRESENER:** Tim Barnard, *Director, Local Government Records Office*, Mississippi Department of Archives and History  
**FOCUS:** Archives  
**OVERVIEW:** Over a six-year period the Local Government Records (LGR) Office of the Mississippi Department of Archives and History visited each of the state’s 82 counties to inventory its records dated 1920 and earlier. Turnover in elected officials and their staff often results in misplaced or lost records; this inventory gave the officials knowledge of what historic records they still have, where they are stored, and suggestions on how to best preserve them. The personal
contact also strengthened relationships between the LGR Office and county clerks.

SESSION 6: “My FAIR Data”

FOCUS: IG
OVERVIEW: Do you want to make your data and information assets more Findable, Accessible, Interoperable, and Reusable – in short, more FAIR? In 2016, The FAIR Guiding Principles for scientific data management and stewardship were released (Wilkinson, 2016, doi:10.1038/sdata.2016.18). These internationally accepted principles outline steps that institutions can take to make their data more robust for future researchers.

In an effort to increase transparency and reproducibility of their research, federal agencies are required to release their data to the public. FAIR provides a framework that government agencies can use to responsibly manage and share their data. This session will include perspectives on FAIR data from different programs in the U.S. Geological Survey. Presenters will describe how they are mining for geological data using historical core samples, repurposing legacy data for new uses, creating interoperability between IT systems, and engineering a path forward for FAIR data.

SESSION 7: “Managing Records in Microsoft Office 365”

FOCUS: RIM
OVERVIEW: Many organizations have moved or are in the process of moving to Microsoft Office 365. Once there, they aren’t sure if the records management functionality is sufficient to meet their statutory, regulatory, and policy requirements. This session will feature two Federal agencies in different stages of implementing Office 365. They will address what to do in the beginning stage, how to work with multiple teams inside an organization, and how to work with Microsoft. They will also present NARA’s findings from talking to agencies about how they are managing records in Office 365, including a case study on how to use the tools from NARA’s Federal Electronic Records Modernization Initiative (FERMI) when implementing Office 365. Attendees will learn how organizations can use the Universal Electronic Records Management Requirements and GSA procurement vehicles to find third party services and solutions to meet their needs to manage records in Office 365.

SESSION 8: “Transition to E-Government: Digital Preservation Advice From the Field”
PRESENTER: Lori Ashley, Industry Market Development Manager, Preserivca

FOCUS: Mix
OVERVIEW: Records managers and archivists in public agencies and institutions face numerous challenges in preserving and providing access to long-term and permanent assets managed in digital formats. This may include processing the daily deluge of born-digital records produced by a range of operational systems or establishing and sustaining trusted repositories for records converted from legacy paper and microfilm. Faceted search and efficient retrieval of electronic records is an on-going need to support staff, fulfill public records requests, as well as comply with evolving cybersecurity and privacy regulations.
This session will feature electronic records preservation use cases from state and local public sector practitioners. Presentations will explore the technical and human capabilities that government agencies and institutions at all levels require to efficiently and securely execute their records and historical archive management duties.

Attendees will gain insights into core components of digital preservation practices and technologies, how they apply to electronic life cycle management approaches, and the importance of proactively preparing for records transfers and accessioning sooner rather than later.

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: “Digging Deep: Raiders of Jefferson Lab's Lost Archives”
PRESENTER: Kim Edwards, CRM, Records and Scientific & Technical Information Manager, Thomas Jefferson National Accelerator Facility
FOCUS: Archives
OVERVIEW: Jefferson Lab is the youngest of the 17 national laboratories funded by the U.S. Department of Energy. Founded in 1984 and in operation since 1995, Jefferson Lab is at the forefront of the study of the building blocks of matter and has played an important role in our evolving understanding of the physics of the atomic nucleus. In its 35-year history, Jefferson Lab has been home to a number of the world’s leading experimental and theoretical nuclear physicists whose successes and discoveries can be found in published scientific literature.

Although the lab's history began less than four decades ago, minimal effort was undertaken early on to preserve materials for archival purposes. Some of the initial record information was captured and stored by the lab librarian in the early 1990s. In 2013, the lab director approved the JLAB History Project Initiative which has since evolved into the Jefferson Lab Archives. In six years, the archives staff have identified 48 collections and created 30 finding aids. As the lab continues to experience attrition due to retirement of long-time staff members, we expect to accession more archival materials.

This presentation will show how the Jefferson Lab archives grew from some unprocessed boxes of paper to becoming the organizational source of historical information. This session will cover:

1. Gold mines: documentation of firsts
2. Landmines: explosion of copies
3. The mine shaft: bins of recyclables
4. Mining the lab collective: get the people involved
5. Extraction: how to persuade people to give up the goods
6. Minecart Destination: Digitization

SESSION 10: “Down in the Shaft: Disaster Preparedness”
PRESENTER: Leslie Turner, CRM
FOCUS: Mix
OVERVIEW: It’s a digital world, and crucial that digital informational assets are protected from risk and harm. Many government entities also have valuable or critical information still in a physical form as well, and few have emergency plans to address both. This session will showcase real life government agencies that have suffered disasters, both natural and man-made. Take lessons from their mistakes, and learn how to identify vital or essential records, identify and assess records risks, and create an emergency preparedness and response plan to protect your records in the event of a cave-in, hack or other disaster!

PRESENTERS: Anna M. Reznik, Archivist, Texas State Library and Archives Commission; Jennie
Russell, *Acting Records Manager*, Michigan State University Archives & Historical Collections; and Chuck Piotrowski, Founder & CEO, PIOT FOCUS: Archives/RIM

OVERVIEW: Ever increasingly, governmental bodies are creating, acquiring, and managing records documenting natural resources and the environmental condition of the world around us. As past decisions and use affect conditions today, we need to mine data from the past to make decisions on how to engineer our future.

Panelists, consisting of records managers and archivists, will share their experiences with working with information about natural resources and the environment as well as outline what makes these records unique. Additionally, the panelists will discuss the challenges and issues encountered when managing these records.

SESSION 12: Forthcoming...

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 following groups:*  
- Federal Archivists and Records Managers  
- State Archivists and Records Managers  
- Local Archivists and Records Managers  
- University Archivists and Records Managers

7:00 PM - 9:00 PM: Opening Welcome Reception  
*(Denver Public Library)*

*Additional details about the Opening Welcome Reception will be forthcoming...*
FRIDAY, JULY 10, 2020

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 NAGARA’s new leaders will be announced, the 2018 audited financials of the association will be presented to the membership, and exciting announcements about new NAGARA initiatives and host cities of future Regional Forums and Annual Conferences will be announced.

10:15 AM - 11:30 AM: General Session – “A Family Feud”
With over 25 educational sessions available at this year’s conference, this general session will provide attendees with a little more lighthearted experience. Join us for a lively and rambunctious “Family Feud” game show! Game show participants will be selected from conference registrants in attendance (with their permission). Get ready to showcase your speed, knowledge, and sportsmanship on some familiar (and not so familiar) archives and records management questions.

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: “The City’s History as Outreach: Hidden Voices and New Intersections”
PRESENTERS: Anne Frantilla, Director of Archives and Records Management, City of Seattle; and Kathie Schey, Archivist, City of Huntington Beach, CA
FOCUS: Archives
OVERVIEW: To commemorate Seattle’s sesquicentennial, the Municipal Archives partnered with HistoryLink to publish a history of the city told through stories about objects from the Archives. The session will cover the goals of the archivists in taking this approach, the outreach activities carried out as part of sesquicentennial celebrations and the impact within the City and in the community resulting from these efforts.

SESSION 14: “Mining Our Data, Engineering Our Legal Future”
PRESENTER: David Horrigan, Discovery Counsel and Legal Education Director, Relativity
FOCUS: IG
OVERVIEW: Our data are being mined by organizations at a frightening pace, and government data are no exception. Join two attorneys specializing in data law as we examine the various ways data are mined, recent case law on data issues, and the latest domestic and international developments on data privacy and data protection. Information is power, and the more data mined, the more our legal future is being engineered for us. As regulators attempt to engineer the legal future, government information management professionals need to be aware of data they have that may trigger data privacy and data protection laws and regulations as lawmakers and regulators attempt to stem the tide of personal information becoming public.

SESSION 15: “UCOP’s Building Consolidation Records Project: Transforming the Way We Do Business”
PRESENTER: Laurie Sletten, Records Manager, University of California Office of the President (UCOP)
FOCUS: RIM
OVERVIEW: The University of California Office of the President is consolidating from four locations
in Oakland, California into a Campus Complex of two buildings adjacent to each other in Oakland. The catch is there will no longer be space to store paper records outside of offices and cubicles. This is the story of how UCOP Records Management worked with departments to eliminate those records that could be destroyed, boxed up and inventoried those records that could be stored off-site, and then helped departments digitize the remaining active records and ingest them into a new system. The final challenge included helping those departments transition from paper processes to digital processes.

SESSION 16: Forthcoming...

1:00 AM - 2:30 AM: Annual Awards Luncheon & Keynote (Sponsored by Preservica)
Join us in celebrating the past year’s LGARA Certificate recipients, as well as the recipients of NAGARA’s 2019 Program Excellence Award and Bruce W. Dearstyne Distinguished Service Award. A keynote address will follow.

2:45 PM - 3:45 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 17: “Should I or Shouldn’t I: Determining ‘Appropriate’ Access to Online Public Records”
PRESENTER: Mark Myers, Senior Electronic Records Specialist, Texas State Library and Archives Commission
FOCUS: Archives
OVERVIEW: Government records belong to the public be they federal, state, or local. Public access is key to holding governments accountable, promoting transparency, and allowing the citizenry to be active participants in the process of governing. Access is also a vital part of preservation; the more records are accessible the more efforts will be made to preserve them, and the more people will care about and support the institutions that protect them. Online access to digital archives has opened the door for new and novel levels of access and use of public records. Government archives have a general roadmap of what is accessible and what is not according to open records/access laws and regulations. But what about records that are not technically restricted by statute but may not be totally appropriate for 24/7 unmediated access that comes with putting records online. These may include records that are racially or culturally insensitive when seen through a modern lens, law enforcement records of crime scenes and traffic accidents, or historical images of battlefields or conflict. Archivists and records managers need to be very careful in how they manage these risks lest they be accused of censorship or having some other motive.

This session seeks to address these issues by presenting a case study of how the Texas State Library and Archives Commission (TSLAC) has been dealing with these issues as they have been building out the Texas Digital Archive (TDA). TSLAC put together an internal committee to address issues of sensitivity and the appropriateness of putting records online that aren’t technically restricted by statute. In this session we are mining our past by looking at how these sensitive issues have been dealt with before, namely requiring researchers to view them onsite in the reference room. We are engineering our future by developing tools and techniques for translating that type of mediated access to the online environment.

SESSION 18: “Engineering RIM to IG: A Case Study”
PRESENTERS: James P. Kennedy, CRM, IGP Senior Manager, Information Governance & Management Regional Transportation District; and Jeanne B. Caldwell, CRM, CEO, iMapware
FOCUS: IG
OVERVIEW: Colorado’s Regional Transportation District (mass transit) serves eight counties with over 3 million residents. With Local, State and Federal funding along with major capital projects, their information challenges are significant.

This session will walk through how the District is engineering their Records and Information Management (RIM) program into an effective Information Governance (IG) program by addressing:

- program expansion to meet IG initiatives
- regulatory, contractual and privacy requirements
- deployment of a streamlined retention schedule
- project branding and communications
- records coordinator and stakeholder participation

You will learn new proven approaches for engineering your RIM Program into a successful IG Program.

SESSION 19: “Come to Grips with the Elephant in the Room”
PRESENTER: Kirsty Jones, Records Manager, Clyde Hill Police Department
FOCUS: RIM
OVERVIEW: We all know the elephant in the room – records retention – i.e. those dusty piles of records stashed in the storage room that you should probably sort through at some point and dispose of in all your free time.

You’ve had records retention training, and you’re aware that in a perfect world, records would be disposed of as soon as they hit the end of their retention period. All prior records would have been neatly organized and stored by all your predecessors, so you’d just focus on current records as they reach the end of their life. You’d reap the benefits of records retention: a) you’d never run out of storage space; b) you’d always be able to find what you needed; and c) older/archival records would be immaculately preserved.

It all sounds great! But how do you actually get there? How do you muster the energy and courage to tackle years’ (or decades’) worth of old records? Where do you even begin? And how on earth are you supposed to handle this on top of all your other regular job duties?

Get inspired and motivated by the story of one small agency that plowed through 20 years of backlog and revolutionized its record retention program in the process.

SESSION 20: “Forging New Paths by Refining Our Past: Block Review and Reappraisal at Library and Archives Canada”
PRESENTER: David Rowat, Senior Archivist, Library and Archives Canada
FOCUS: Mix
OVERVIEW: How does an institution respond to increasing public demand for access - but with diminishing resources and personnel? This old question has plagued archivists – and Library and Archives Canada (LAC) is no different! Two emerging areas of LAC – one looking to find new strategies for providing access, and another focusing on strategic reappraisal and deaccessioning – have spent the last decade refining approaches to develop modern strategies that address these challenges. By using methodologies that incorporate risk acceptance and mitigation, the Block Review and Reappraisal teams have struck gold!

Traditionally under Canadian Access to Information Legislation, analysts grant – or refuse - access to federal records through a page-by-page, line-by-line review of the records. However, this time-consuming approach has not been able to address increasing public demand for access – but Block Review has helped to address this issue. Its risk-based approach reviews only a sample of records to determine whether to open the entire block. In the past decade, LAC has opened over 50 million
pages of government information using this method.

Concurrently, archivists at LAC now have the benefit of a renewed disposition program that offers a complete strategic, high-level identification of records of archival value produced by all government institutions. In is within this more informed context that LAC’s Reappraisal team is now able to dig into countless legacy records acquired long ago. With the closure of a storage facility as the impetus, the first major reappraisal project to capitalize on this systematic and strategic methodology is currently in progress. With a focus on finding practical and modern approaches to older legacy material, Reappraisal can more effectively appraise massive groups of records to deaccession those which should never been transferred to LAC and target those records of value to make them more discoverable to the public.

This panel will walk through these teams’ strategies, and will share their best practices and lessons learned. How do they apply modern strategies to legacy records? What approaches do they take to ensure they make informed and low-risk decisions? How do they maximize the use of their resources? And as new areas, how do they ensure they receive consistent funding to keep these programs going?

While offering insights on new visions for modern archives, the Block Review and Reappraisal teams will answer these questions. In this session, archivists from both teams will share their experiences; we believe it is far from a “miner” success story!

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 21: “Creativity and Ingenuity in Planning for Digitization: Balancing the Science and the Art”
PRESENTER: Laura Starr, Engagement Strategist, History Associates, Inc.
FOCUS: Mix
OVERVIEW: Users and managers of archives and records are demanding digitization of analog materials. This demand stems from global technological change, preservation initiatives, public expectations of use, and increased records regulations and compliance. Implementing a digitization initiative, large or small, requires substantial strategic and financial planning. Planning for digitization is an art in that it utilizes creative thinking and ingenuity to craft achievable, sustainable, and scalable projects. Planning for digitization is also a science in identifying scope, cost, and technical requirements. Though sometimes at odds with each other, balancing the scientific and artistic aspects of digitization planning are essential in achieving the possible.

This incubator session, moderated by Laura Starr, will consist of presentations by at least two of our partners who are planning a sizeable digitization initiative. Panelists will present brief background and context on their digitization initiatives. A moderated discussion will identify challenges of planning for digitization and the creativity required in crafting a digitization program that overcomes those challenges. Participants will brainstorm on embracing both the art and science of digitization initiatives.

Our ultimate goal is to open conversation between the panelists and attendees so that they may benefit from each other’s experience, build off of each other’s’ creativity and ingenuity, and dynamically problem-solve. The session’s focus on balancing the artistic and scientific aspects of digitization at the planning stage (as opposed to the implementation stage) adds value by exploring a phase of digitization which is under-represented in conversations surrounding digitization of archives and records.
SESSION 22: “Beyond ECM: The Role Records Professionals Have in Information System Development”  
PRESENTER: Bruce Wirth, MPA, CIP, CRM, Records and Information Manager, Washington State Department of Health  
FOCUS: IG

OVERVIEW: Today electronic information far surpasses an organization physical records footprint. Does your organization store its information on share drives or in the cloud? Do those repositories look more like a digital haystack where document go to perish? Can you easily find the information you need to support business needs? Are you involved in the active management of these repositories with your IT department?

Records management is no longer a back-office functions dealing with physical records. Today, records managers are expected to possess skills in information management, such as information system design, business analytics, content analytics, enterprise search and retrieval, digital preservation, content automation, information governance, and so much more. We have the skill and knowledge, we just need to get other to know.

In this session, I will discuss how the records professional is an important partner with your IT department. I will discuss how the records professional needs to expand their role to that of an information professional. In this new role, the records professional and IT collaborate in the design of intelligent information systems to better enable efficient use and retrieval of information assets. Working with IT, we can bring years of classification, business analysis, risk management, governance, and project management skills to the table. Records management and IT, together, can better understand the past, while intelligently engineering a future where all information is understood and preserved for generation to come.

This session will cover:

1. The Records Professional as and Information Manager
2. Skills and attributes of the Records and Information Professional
3. Working Collaboratively with IT
5. Questions and Answer Session.

SESSION 23: “Mine Maps: Mapping Records to Systems of Record”  
PRESENTER: Janet French, Records Analyst, Idaho Transportation Department  
FOCUS: RIM

OVERVIEW: Do you know the importance of mapping your records to their applications? Do you know which records are stored in a given application? Do you know if that application is an official System of Record? Are you confident you are backing up all the actual Systems of Record?

Attendees of this session will learn why it is important to map individual record series to Systems of Record. Discovering where records have been stored in the past, and accessed from in the present, is critical to the proper planning for their use in the future. The session will cover the process of mapping records and how it benefits business, IT, and records management. Participants will have the confidence to map their record series and leverage the results to provide significant improvement in the access, identification, storage, management, and protection of records. Participants will also be able to clearly differentiate between applications in general and applications that serve as official Systems of Record. Understanding the difference enables participants to establish records storage best practices for business units and prioritize Systems of Record for backup and recovery protection.

Participants will learn how to leverage Records Coordinators and other Subject Matter Experts embedded in their business units to efficiently and effectively map record series. They will also learn how to document the captured information in an Information Governance (IG) matrix where it can
be repurposed by business, IT, and Records Management to improve multiple aspects of records use, access, and storage. These new techniques will enable the audience to:

- Identify duplicate repositories of a given record series.
- Enable consolidation of all records of a record series into one System of Record.
- Facilitate the adoption and use of standardized metadata for the records.
- Streamline business processes by clarifying the appropriate System of Record for a given record series.
- Improve searchability and findability for business by simplifying record storage and access.
- Improve accuracy and efficiency in records disposition and supporting information.
- Identify training opportunities both within business units and IT regarding proper record storage and access.

Record series mapping provides both IT and business with new insights into how many and which specific record series are stored in a given System of Record. This in turn shapes business practices for multiple audiences including:

- Business learns the importance of storing all their records in a System of Record.
- Business identifies and commits to storing records in their designated System(s) of Record. Note: A business unit may have more than one System of Record.
- Business can centralize all related record series in a given System of Record and de-duplicate the use of multiple, similar Systems of Record.
- IT obtains a comprehensive and authoritative list of Systems of Records which facilitates effective application lifecycle management.
- IT is able to prioritize the backup, protection, and recovery of Systems of Records as they have been clearly identified.
- IT is able to work with business to decommission inactive or duplicative Systems of Record, applications that should not be used as repositories, and applications whose purpose no longer exists.
- IT is better able to manage the volume of information being backed up, both because Systems of Records have been clearly identified and also because records storage has been de-duplicated; resulting in less content.
- Records Management is able to manage existing records within identified Systems of Records, plan for records migration, and determine record actions at application end of life.
- Records Management is able to focus audit and disposition of records within Systems of Records.

All participants have a role in shaping the future creation, access, use, management, or disposition of records. This presentation will demonstrate how to mine existing information effectively to shape both business and IT behaviors and functional needs in the present and while planning for the future. This is easy to implement, reproducible, and provides clear benefits to business units, IT, and Records Management.

7:00 PM - 9:00 PM: Closing Evening Networking Reception (History Colorado Center)
Additional details about the Closing Networking Reception will be forthcoming...
SATURDAY, JULY 11, 2020

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 24: “Email Cleanup: The No-Tech Strategy”
PRESENTER: Bessie Vaughan, Senior Records Analyst, Community Transit
FOCUS: RIM
OVERVIEW: This session will showcase Community Transit’s multi-phase email cleanup campaign, specifically from the ‘no tech’ perspective. There is a wide array of technology available to help people manage their email with the end goal of minimizing storage, but this presentation will emphasize all the strategies and tactics that my organization implemented using preexisting organizational resources. This was Community Transit’s way of mining its past email storage for only the most valuable information and engineering a future that precludes unnecessary email buildup on our servers.

In this presentation, I will discuss the steps involved in each phase in the cleanup campaign, stakeholder engagement, the overall outcomes, and a few of the nuanced email problems our email cleanup campaign brought to light. I will also discuss some of the individualized solutions we generated to solve the work group or job-specific problems that came to our attention.

SESSION 25: “The Bridge Is Built….Now Can We Get People Over It?”
PRESENTER: Sarah Grimm, Records Officer, University of Wisconsin - Madison

FOCUS: RIM
OVERVIEW: In 2001, the state of Wisconsin approved Wisconsin Administrative Code Chapter Adm 12 which outlines the requirements state and local agencies choosing to maintain records electronically need to have in place to ensure they remain accessible, accurate, authentic, reliable, legible, and readable over time. Step forward nearly 20 years to a vastly different technological environment, yet the Code still holds true. This presentation will share the process of developing a guidance document by a small cross agency team which combines current records management best practices with the requirements of Wis. Admin. Code 12. The resulting document provides actionable steps and guidance to help state and local agencies manage both digitized and born-digital records throughout their lifecycle as well as guidelines for selecting and developing information systems. This presentation will also cover the successes and challenges that were part of the development process.

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 26: “Leaving the Comfort Zone (Archive); Going to the Records Creators”
PRESENTERS: Karolina Lewandowska, Archivist, NHHC; and Sesily Resch, Archivist, NHHC
FOCUS: Archives/RIM
OVERVIEW: The majority of archives exist within some other organization; the Department of the Navy is no exception. The Naval History and Heritage Command (NHHC) mission is to preserve and present an accurate history of the U.S. Navy this includes collecting official documents that are part of record series. While any archivists can give you the textbook definition of archival value, ask a United States sailor if the records they create have archival value and you will get a blank stare at best. Most of the archival profession has become obsessed with the issue of outreach, rightfully so,
but simply educating our record creators (sailors) about what archivists do is not enough. They also need to know that they can join with archivists to form mutually beneficial partnerships.

The archival landscape is changing. Modern archivists will need to provide a bridge between the archive and the record creators to ensure our organizations adapt to the changing information landscape. This evokes trepidation because this goes against the Archivist's Code of being neutral but the digital age is causing archivist to rethink the importance of intervention before creation. This intervention may be as simple as an archival action of file name conventions, metadata, and file formats, which may change the way the records are used. Or this intervention may be more complex, such as explaining the importance of documenting their actions and the inherent research value of their records and output for future generations. In the case of the NHHC it may be additional information, for example, the future usage of the record, the importance of the collection of a commands active history, or required information that is not being submitted. Some believe that this is tampering with the unbiased collection of archival materials, but where does one draw the line between records management and the modern archivist?

This year is the first time NHHC archival staff left the comfort-zone of the archive and travel traveled to work with record creators (sailors) rather than throw a bunch of information at them.

We want to see if going to the record creators will help us to foster better connections, and rapport within the Department of the Navy. Working at a large institution with sailors spread across the country is a challenge in and of itself, let alone for fostering community engagement. Panelists will share successes, struggles, and areas for growth. There will be ample time for audience questions and discussion.

SESSION 27: “Organization Buy-in: A Record Manager's Journey to Preserve History and Guide the Future”
PRESENTER: Julie Torres, Assistant City Clerk, City of Sparks, NV
FOCUS: RIM
OVERVIEW: Like many local government agencies, we had a rough idea of records management but were floundering to find our way. When I arrived at my city 3 years ago, much of the long-term staff was not trained in records compliance and their mindset was "that's how we've always done it". We had records stored in every type of media in every corner of the city, with no guidelines, it was the “wild wild west” when it came to records management.

This session will be an overview of our journey to getting management and elected official support, create a records management program that works for all departments, select the right electronic recordkeeping software, identify a records specialist team in every department, write policies and procedures, and training staff in all aspects of records management and archival.