

New Zealand International Review Group for Recordkeeping Standards - Results of Stakeholder Survey

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Introduction

This paper summarises and analyses the results of a survey conducted by the New Zealand International Review Group for Recordkeeping Standards (the IRG). The IRG is a group set up by Standards New Zealand, with funding from Archives New Zealand. It is a group of experts that represents the records and information management community in New Zealand. Most members represent industry organisations such as ARANZ (Archives and Records Association of New Zealand), RIMPA (Records and Information Management Practitioners Alliance),

ALGIM (Association of Local Government Information Management), and Archives New Zealand.

The key role of the IRG is to review draft international standards and other guidance documents about records and information management and to 'establish a New Zealand position'.¹ To do this well, the IRG needs to clearly understand the perspectives and needs of the community it represents. How and why are standards for records and information management being used in New Zealand? What do people think are the key gaps and priorities for future work? The survey was intended to address this information need.

The research questions were:

- Which of the key standards for records and information management (including archives management) are people aware of, and which have they used?
- What barriers have people experienced to using standards?
- What did people use the standards for?
- Where people have used standards, did they find them useful?
- What are the key gaps that people see in the records/information standards/guidance available at the moment?

- What things do people think the IRG should be working on?
- What are people's preferences for communication about the IRG and standards?

Given the practical focus of the survey and the limited resources available, we did not complete a formal literature review. However, the approach and method were influenced by Gillian Oliver and Fiorella Foscarini's 2014 survey on the use of ISO standards by records management educators and trainers around the world. This study found that the standards were well used in that context but identified several barriers to use: the cost of standards, the difficult language and style of the documents, and a lack of practical guidance.²

This paper has been structured in three parts. First, a methods section outlines the target population, the questionnaire design, the mechanics of the survey and some of the limitations of the data gathered. Second, a results section presents a summary of responses to the survey questions. This section includes descriptive and thematic analysis of survey responses, as well as listing the many individual items mentioned by respondents. The third section seeks to interpret the results, discussing the key findings, the implications, and the actions the IRG is proposing to take in response.

Methods

The survey was intended to gather information and views from the New Zealand Recordkeeping Community – the group of people that the IRG seeks to represent. In general terms, these are the people and organisations in New Zealand who have an interest or stake in standards for records and information management. Note that this was a survey of practitioners, not organisations. Several organisations have a significant influence or stake in standards for records and information in New Zealand, including Archives New Zealand, Standards New Zealand, the Office of the Auditor General, the Ombudsman, and the Privacy Commission. It could be useful to seek their views via a separate exercise.

The target population for the survey included the following groups:

- People who had already expressed an interest in the work of the IRG, particularly members of the IRG LinkedIn Group.
- Records and information managers.

- Curators and archivists – people within art galleries, museums, archives, and libraries that might have some responsibility for managing and preserving records.
- People that provide records and information services - consultants, staff at technology vendors, storage providers, etc.
- Students of information and records management.
- Academics, teachers, and researchers in information and records disciplines.
- Given that the IRG LinkedIn Group had around 130 members, we set a target of obtaining 100-150 responses to the survey.

A questionnaire was designed to gather information on the research questions, as well as the demographics of respondents and the organisations they worked for. This draft questionnaire was then piloted with a small group of records and information management practitioners and adjusted to reflect feedback. A copy of the final questions used is included as an Appendix.

The survey was administered via Google Forms. It was promoted via messages to the IRG LinkedIn Group, to Members of RIMPA New Zealand, to the NZ-Records and NZ-Libs Listservs, the GOVIS mailing list, and relevant ALGIM mailing lists. We also promoted the survey to Information Management students at Victoria University and the Open Polytechnic. Unfortunately, we were not able to send a message to ARANZ members, as the timing of the survey did not coincide with the issue of an ARANZ Alert. The survey opened on the 19th of August 2021 and closed on the 30th of September 2021.

There were 93 responses to the survey. However, one response was a duplicate and has been removed from the analysis, leaving an overall count of 92 responses. This was fewer responses than we had aimed for, and it is likely that some groups within the New Zealand Recordkeeping Community are over- and under-represented. We have therefore been cautious about drawing too many general conclusions from the data, especially where something was only mentioned by a few individuals.

Note that all information that would identify any individual or any individual response has been removed from this report. This reflects our undertaking to respondents that the information they supplied would be kept confidential.

Results

Who filled out the survey?

91 of the respondents identified their role. Multiple roles could be selected. The majority identified themselves as Information/Records managers (61 people). The next largest groups were Archivists (18 people) and Librarians (13 people). The table below gives more details. It is worth noting that almost all the ICT Professionals – 6 out of 7 – also described themselves as Information/records managers.

Table 1: The roles of survey respondents

	Number	Percentage
Information/records manager	61	67%
Archivist	18	20%
Librarian	13	14%
Consultant or vendor	8	9%
ICT professional	7	8%
Student	3	3%
Curator	2	2%
Academic	2	2%
Other	11	12%

90 of the respondents identified the kind of organisation they worked for. More than one could be selected. They largely worked in the public sector, with most responses being from people working in central government and local government. Smaller numbers of respondents worked in the non-government or private sector. Table 2 summarises responses.

Table 2: The organisations where survey respondents worked

Type of organisation	Number of responses	Percentage
Central government organisation	36	40%
Local government organisation	19	21%
Tertiary education institution	13	14%
Library	7	8%
Museum	6	7%
Consultant	8	9%
Vendor	1	1%
Professional association	2	2%
Private sector organisation	12	13%
School	0	0%
Other	2	2%

Awareness of standards

We asked respondents which standards they were aware of. Four standards were specifically asked about, and table 3 summarises the results.

Table 3: Awareness of four specific standards

	Total	%
Archives New Zealand's Information and Records Management Standard	76	83%
ISO 15489 - Records Management	66	72%
ISO 23081 - Metadata for Records	56	61%
ISO 30300 Series - Management Systems for Records	32	35%
Other	26	28%
Don't know	8	9%

Respondents were also asked to nominate other standards for records and information management (including archives management) that they were aware of and other standards that influenced the way information was managed in their organisation. These questions produced a variety of responses, which are summarised by category of standard in the table below.

Table 4: Other standards and requirements people were aware of

Category	Items mentioned	Frequency
Legal requirements	<ul style="list-style-type: none"> • Public Records Act • Local Government Official Information and Meetings Act • Privacy Act • Local Government Official Information and Meetings Act • Resource Management Act • Building Act • Relevant legislation relating to specific museum requirements • Health and Safety at Work Act 	11
Archives New Zealand guidance and disposal authorities	<ul style="list-style-type: none"> • Microsoft 365 guide • General Disposal Authorities • Retention and disposal schedules • Rules for naming; transferring records to archives • Information Management Maturity Assessment 	9

Category	Items mentioned	Frequency
Digitisation standards and guidance	<ul style="list-style-type: none"> • ISO 13028:2012 Information and Documentation - Implementation Guidelines for Digitization of Records • Specific Archives New Zealand digitisation guidance • FADGI (Federal Agencies Digital Guidelines Initiative) • Metamorfoze (Netherlands' national program for the preservation of paper heritage) • National Archives of Australia Preservation Digitisation Standards 	7
Archival description standards	<ul style="list-style-type: none"> • ISAD(G): General International Standard Archival Description • Other International Council on Archives standards for description of archives • DACS (Describing Archives: A Content Standard) • EAD (Encoded Archival Description) • EAC-CPF (Encoded Archival Content - Corporate Bodies, Persons, and Their Families) 	6
ALGIM (Association of Local Government Information Management) Toolkit	<ul style="list-style-type: none"> • ALGIM Information Lifecycle • ALGIM Disposal Schedule 	4

Category	Items mentioned	Frequency
Digital recordkeeping standards	<ul style="list-style-type: none"> • OAIS (Open Archival Information System) • Victorian Electronic Records Strategy (VERS) • ICA-Req (Principles and Functional Requirements for Records in Electronic Office Environments) • ISO 16175 - Principles and Functional Requirements for Records in Electronic Office Environments • ISO 30301 Management Systems for Records - Requirements 	4
Metadata standards	<ul style="list-style-type: none"> • AS/NZ 5478:2015 Recordkeeping Metadata Property Reference Set • Records in Contexts • Dublin Core Metadata Initiative • W3C (World Wide Web Consortium) PROV-O • schema.org. • Linked data standards and ontologies • Ngā Upoko Tukutuku Māori – Māori Subject Headings 	4
Security and privacy standards	<ul style="list-style-type: none"> • ISO 27000 Information Security • PSR Protective Security Requirements • NZISM - New Zealand Information Security Manual • ISO 31000 (Risk Management) 	4

Other topics and standards mentioned by fewer than four people were:

- SPECTRUM (Museum Collection Management Standard)
- ISO 19115 Geographic Metadata
- AS/NZS ISO 9001:2016 Quality Management Systems
- SA/SNZ HB 168:2017 (Document Control)
- Audit and compliance requirements for medical, laboratory, and research records management
- Building standards
- Rooding standards
- Planning standards
- Cabinet Office protocols
- Code of Practice for learners
- Health and safety standards
- Environmental standards, including AS/NZS ISO 14001:2016 Environmental Management
- Engineering standards
- ISO 8601 (Date and time format)
- Audit standards
- Law Society guidelines
- IMO (International Maritime Organisation) Conventions
- MARPOL and A.741(18)-1993 (International Convention for the Prevention of Pollution from Ships)
- SNOMED (Global standards for health terms)
- ISO TC46 Library standards
- RDA: Resource Description and Access (Library cataloguing)
- Digital standards (not further explained)
- Government standards for website accessibility
- Library shelving standards
- US Federal Government standards on document legibility
- Museum collection care standards

- BS EN 16893 (Conservation of Cultural Heritage)
- BS 4971 (Conservation and Care of Archive and Library Collections)
- NFPA 40 (Standard for the Storage and Handling of Cellulose Nitrate Film)
- ISO/TR 19815 (Management of the Environmental Conditions for Archive and Library Collections)
- ASHRAE (American Society of Heating, Refrigerating and Air-Conditioning Engineers) Handbook Chapter 24 (Museums, Galleries, Archives, and Libraries)
- 'NZ storage' – this was not further explained.

Barriers to standards use

We asked people about the key barriers that they had experienced to finding and using records and information management standards and guidance. 74 respondents provided comments on this. The most significant barrier was clearly cost. 37 people – 50% - identified the cost of standards as a barrier. This was by far the most common problem identified. Other barriers identified by multiple respondents included the following themes:

- Not being aware of the standards in the first place.
- That standards were too hard to find online.
- Restrictions on the use of standards.
- That the standards are too hard to understand.
- That the standards are impractical and not flexible enough.
- That the standards are not specific enough.
- Lack of support or buy-in from the organisation.
- Lack of compliance with the standards.
- Capability to develop and use standards.
- The approach that Archives New Zealand has taken to standards and guidance was criticised by some respondents and they saw this as a barrier. However, it is worth noting that this criticism was limited to those who said they were not aware of, nor familiar with, the relevant ISO Standards.

Use of standards

We asked people what standards for records and information management their organisation had actually used. 65 people answered this question. The most common responses were:

- Archives New Zealand Information and Records Management Standard – 78% (51 people)
- ISO 15489 – Records Management - 25% (16 people)
- ISO 13028 – Implementation Guidelines for Digitization of Records - 6% (4 people)
- ISO 23081 – Metadata for Records - 6% (4 people)

We also asked people what standards for records and information management (including archives management) they had personally used. 76 people answered this question. The most common responses were:

- Archives New Zealand's Information and Records Management Standard – 75% (57 people)
- ISO 15489 - Records Management – 39% (30 people)
- ISO 23081 – Metadata for Records - 21% (16 people)
- ISO 30300 Series - Management Systems for Records – 7% (5 people)
- ISO 13028 - Implementation Guidelines for Digitization of Records – 7% (5 people)
- ISAD (G) – 7% (5 people)

Other standards mentioned by smaller numbers of people included:

- Historic deprecated Archives New Zealand Standards
- ALGIM Guidance
- The OAIS (Open Archival Information System) Standard
- Metadata and descriptive standards, including EAD (Encoded Archival Description), EAC-CPF (Encoded Archival Context for Corporate Bodies, Persons, and Families), ISAD-G (General International Standard Archival Description), DACS (Describing Archives: A Content Standard), Library of Congress Subject Headings (LCSH), Ngā Upoko Tukutuku Māori subject headings, PREMIS (Data Dictionary for Preservation Metadata), MARC21 (Machine Readable Cataloging), Dewey Decimal System 23rd Edition; Iwi Hapū Names List, Dublin Core Metadata Element Set.

- ISO 19115 Geographic Information
- Museum thesauri such as Chenhall's nomenclature, Getty thesaurus of art terms and place names.
- ISO standard for imaging materials
- IASA guides for audiovisual materials
- ISO 16175 (Processes and Functional Requirements for Software for Managing Records — Part 1: Functional Requirements and Associated Guidance for Any Applications That Manage Digital Records)
- New Zealand privacy standards
- New Zealand accessibility standards
- FVEY (Five Eyes) and NATO Standards
- ISO 8601 (Date and time format)
- Australia New Zealand Lab standard
- Internal standard
- The Section 46 Code of Practice from the UK.
- Standards and guidance from other jurisdictions
- BS 4971 (Conservation and Care of Archive and Library Collections)
- SAA/SNZ Handbook 168 - Document Control
- MOREQ (A records management specification published by the DLM forum)
- DoD 5015.2 (United States Department of Defence Design Criteria Standard for Electronic Records Management Software Applications)
- METS (Metadata Encoding and Transmission Standard)
- MODS (Metadata Object Description Schema)
- ISO 30401 - Knowledge Management Systems
- ISO 27001 - Information security systems
- ISO/TR 26122 - Work process analysis for records
- ICA-Reg (International Council on Archives: Principles and Functional Requirements for Records in Electronic Office Environments)
- Keeping Archives 2nd Edition

We also asked people what they used these standards for. 92 people answered this question. The results are summarised in table 5.

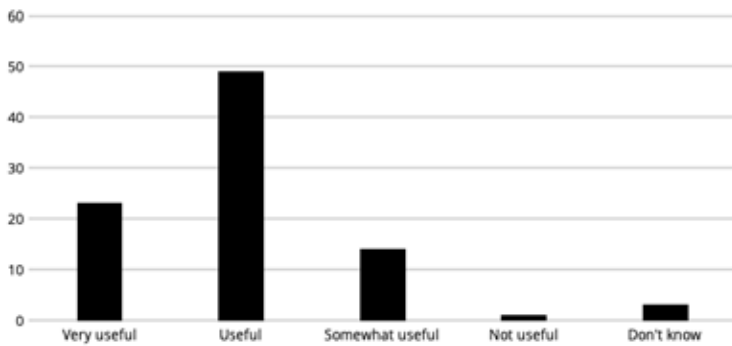
Table 5: Use of standards for different purposes

What did you use the standards for?	Number	Percentage
To understand best practice	79	86%
To enable compliance with relevant laws and regulations	67	73%
To communicate requirements	64	70%
To measure maturity of practice	53	58%
To assist with the purchase of technology or services	34	37%
To ensure interoperability	31	34%
To introduce innovation	18	20%
Did not use standards	5	5%
Other	4	4%

The ‘other’ responses identified three other purposes: to offer advice to others, teaching, and producing procedures.

We also asked people how useful they found the standards for these purposes. 90 people answered this question. 72, or 80% of these people said they found the standards useful or very useful. The graph below shows the full results.

Figure 1: How useful did you find the standards?



The ratings of the usefulness of standards varied by the type of use. The table below summarises the differences in the proportion rating standards as very useful or useful. It appears that those who used standards to ensure interoperability, measure maturity of practice, and understand best practice were more satisfied. Those who used standards to ensure compliance, introduce innovation, and communicate requirements were less satisfied. This is an interesting finding. However, it should be noted that at this sample size, the differences are not large enough to be statistically significant.

Table 6: Usefulness of standards for different purposes

What did you use the standards for?	% rating very useful or useful
To ensure interoperability	90%
To measure maturity of practice	89%
To understand best practice	86%
To assist with the purchase of technology or services	85%
To communicate requirements	84%
To introduce innovation	83%
To enable compliance with relevant laws and regulations	82%

Gaps in records and information management standards

We asked people the key gaps they saw in the records and information management standards and guidance that are available at the moment. This was a free-text response. 62 respondents identified gaps.

The most common area highlighted was the need for more examples and practical guidance. This was mentioned by 16 different people, or 26% of those responding. Comments mentioned the need for examples, checklists, workflows, implementation guidance, measurement tools for compliance, and clear and plain language. Several respondents suggested that standards were too aspirational and not practical or realistic enough.

Another common theme was the need for standards that were fit for application in modern digital business environments. This was mentioned

by 14 different people or 23% of those responding. Comments included the need to reflect up-to-date technology such as cloud storage and processing and explain how the standards can be applied in such environments. There was a perception from some that records and information management standards are still written for a paper world rather than digital one. More guidance was requested on data management, metadata, information architecture, digital archiving, and incorporation of recordkeeping into business applications.

It was also clear from many comments that there is a need for guidance about what standards to use in what circumstances. However, this was not usually explicitly stated. People were not clear on which standards were current, which ones were being applied in practice, and which ones were deprecated. Some people also indicated that they struggled to locate and find relevant standards and guidance for their situation.

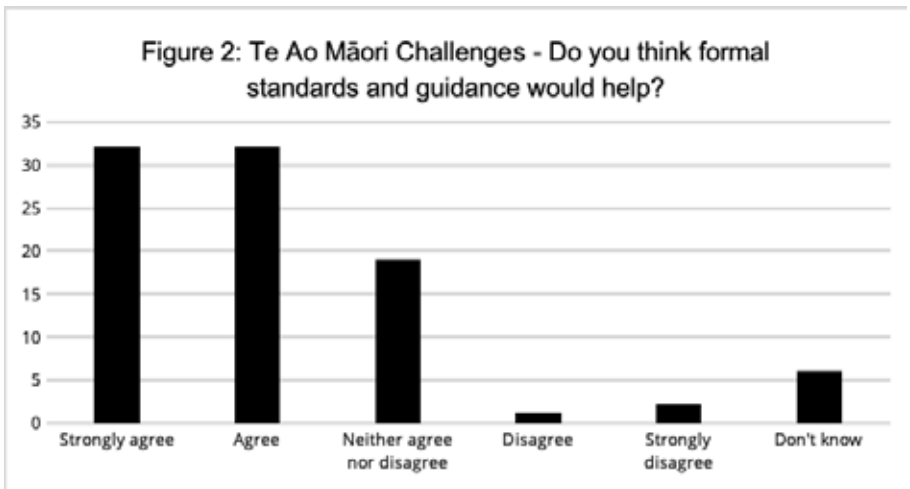
Some of the comments on gaps were focussed on aspects of the Public Records Act or Archives New Zealand's approach to regulation under that Act. The matters mentioned included:

- The lack of mandatory Public Records Act audits for local councils.
- The lack of authoritative advice from Archives New Zealand around digitisation technical specifics.
- That the mandatory standard is too general and not prescriptive enough. There are no definitive lists and requirements which can be used to 'tick off' compliance.
- That software vendors ignore some of the mandatory requirements in the standard.
- That the Public Records Act should be updated to reflect changes in technology.
- That there should be more practical guidance on how to implement the standard.
- That there is a lot of information on the Archives New Zealand website which is not specifically referred to in the standard.
- The perception that there has been a lack of strong leadership from Archives New Zealand.
- Other gaps and opportunities that were identified by smaller numbers of people included:
- That there doesn't seem to be an overall strategy for records and information management standards.

- Recognition of cultural requirements and the practices required to meet them.
- How to identify and manage records of importance to Māori iwi and hapū in different contexts, and honour Treaty of Waitangi commitments in an information management context.
- Archives management and administration as a topic.
- The need for more support and outreach especially for smaller organisations. It was suggested this could be done by working with professional organisations such as ARANZ and RIMPA.
- That management do not recognise the value of records and information management standards.
- The need for a preservation management standard like BS 4971.
- That some standards are too specialised, specific, or granular and can only be applied in one jurisdiction or situation.
- That some standards are too dense and technical and so very hard for small organisations to apply.
- The relationship between overseas standards and New Zealand standards can be unclear, especially where the New Zealand standard is less demanding.
- A desire for more standards that are specific to the New Zealand context.
- Guidance on resourcing for records, information, and archives management.
- Some standards are too focussed on records management. A broader approach that included data, information, and content management would be useful.
- The need to raise awareness of standards and willingness to comply with them.
- The lack of a group to promote the standards and demonstrate their use.
- Material to support implementation of standards in organisations where compliance is not an important driver.
- The cost of purchasing compliant systems.

Te Ao Māori

One of the unique aspects of records and information management in New Zealand is that many organisations need to manage records in te reo Māori, and to reflect te ao Māori in the way they manage information. We asked people whether they thought formal standards and guidance would help with this challenge. 92 people answered this question and 64 of them (70%) agreed or strongly agreed. The chart below shows the distribution of responses.



What do people think the IRG should be working on?

We asked people what they thought the IRG should be working on. We received 46 responses to this question. There were a wide range of sometimes contradictory suggestions.

The themes included suggestions to:

- Develop more detailed guidance on core recordkeeping subjects – e.g. appraisal, disposal, metadata, naming conventions, digital archives and digital preservation.

- Develop guidance and standards on specific technologies – e.g. Microsoft 365, Artificial Intelligence and machine learning, SMS, digitisation, social media, video.
- Develop standards and guidance on physical storage, including specific formats such as nitrate film.
- Support effective governance including audit and accountability tools.
- Work with information and communications technology professionals to develop understanding and shared approaches.
- Share information to help people identify and select standards well.
- Ensure that standards and guidance are practical and realistic.
- Develop standards and guidance to support indigenous information and records management, including data sovereignty.
- Develop standards and guidance for non-government organisations.
- Consider sustainability in records and information management.
- Work in an open and transparent way.
- Develop guidance on implementation and change management.
- Develop guidance on data management as well as information management.
- Share case studies of successful implementation and adoption.
- Develop guidance on privacy and confidentiality in recordkeeping.
- Promote standards.
- Reduce the price of standards.
- Develop or adopt interoperability standards.

Preferences for communication from the IRG

We asked people what their preferences were for communication about the IRG and standards. 92 people answered this question. They could select more than one option. The table below summarises the results. There is a clear preference for the NZ-Records Listserv as a communication channel.

Table 7: Communication preferences

Communication preferences	Number	Percentage
NZ-Records Listserv	75	82%
Government Data & Digital Standards Community of Practice	37	40%
Linked In Group	32	35%
RIMPA	18	20%
Other	15	16%
I am not interested	1	1%

The 'other' responses included the following general suggestions:

- Archives New Zealand communication channels such as newsletters, website, email groups, and the 'Recordkeeping Forums', which used to be run every three months.
- ARANZ (Archives and Records Association of New Zealand).
- Wellington Information Management Community of Practice (Mezzanine Meeting).
- NZ-Libs Listserv.
- Creating a specific community around records and information standards.
- A Github or Gitlab repository.
- Direct communications from Government Departments.
- Emails.
- Some sort of web forum.
- Many channels would be good.
-

Other comments

We asked people if there was anything else they wanted to add. We received 21 substantive responses. To preserve confidentiality, the responses are not provided in this report. Most expressed support for the IRG and the survey process or provided additional information to support their overall response.

Getting in touch

The last question asked people if they would like us to get in touch and if so, to enter their name and email. 23 people answered this question, of which 17 provided an email address. To preserve confidentiality, the responses are not provided in this report.

Local authority responses

Responses from people who said they worked for a local government organisation were analysed to see if there were any significant differences from other groups. No statistically significant differences were found.

Discussion

This section seeks to interpret the results outlined above, outlining the key findings and the actions the IRG is proposing to take in response. It is organised around the key research questions.

Awareness and use of standards

We wanted to know which of the key standards for records and information management (including archives management) people in the New Zealand Recordkeeping Community were aware of, and which standards they had used. The key finding here is that people are aware of and use a wide variety of standards and guidelines. More than eighty different laws, regulations, standards, and sources of guidance were mentioned by the people who responded.

The standard which has the highest levels of awareness and use is Archives New Zealand's Information and Records Management Standard – the mandatory standard issued under the Public Records Act. For many respondents, this was the only standard they had used. ISO 15489, the international standard on records management, also had reasonably high levels of awareness and use. Other standards such as ISO 23081 (Metadata for Records) the ISO 30300 Series (Management Systems for Records) and ISO 13028 (Implementation Guidelines for Digitization of Records) were less well known.

Another key finding is that people do find these standards useful for a variety of purposes. Of the 90 people who had used a records and information management standard, 72 or 80% said they found it useful.

Only one person said it was not useful. The most common uses for standards were to understand best practice, to enable compliance, to communicate

requirements, and to measure maturity of practice. People used standards less often to help with procurement, to ensure interoperability, or to introduce innovation.

What does this mean for the IRG and for the New Zealand Recordkeeping Community? Firstly, it seems clear that the volume and variety of standards and guidance available is itself an issue. People need help to identify, locate, and assess the usefulness of these standards and guidance. This should be a continuing focus for training and education of archivists and curators, records and information managers, and other relevant professionals. Standards bodies and other groups should consider developing guidance on this topic. The IRG itself proposes to create a guide to standards and guidance which are relevant to records and information management in New Zealand and what they can be used for. This would build on the results of the survey and ideally include an infographic and links to more detailed information. We intend to get people from different sectors and groups, such as the Health Sector and Local Authorities involved in this work.

Secondly, Archives New Zealand's Information and Records Management Standard has a keystone role. It is largely within the context of compliance with that standard that other records and information management standards are being implemented in New Zealand. However, the IRG has generally focussed on supporting the use of ISO and AS/NZS standards. Given the importance of the Information and Records Management Standard to our stakeholders, the IRG has agreed to examine the content of Archives New Zealand's Information and Records Management Standard and consider how it can be supported and enhanced. We will share this work with Archives New Zealand and the recordkeeping community in New Zealand.

Barriers to standards use

We wanted to know what the key barriers were to standards use in the New Zealand recordkeeping community. It is clear from the survey that the key barrier is the cost of accessing ISO and AS/NZS standards. Half of the people responding identified this as an issue. Other barriers included awareness, findability, restrictions on use, the difficult concepts and language used, impracticality, specificity, capability, capacity, and a general lack of support. The general tone of the comments also reinforces that the volume and variety of standards and guidance available is also a key problem, as was discussed above.

What does this mean for the IRG and for the New Zealand Recordkeeping Community? Firstly, the current model of ISO and AS/NZS standards provision is creating a barrier. ISO standards are seen as costly and behind the times, especially compared to other documents published via Github³ or W3C.⁴ We should consider other options for developing and publishing standards and guidance. The IRG will continue to work with Standards New Zealand, Archives New Zealand, and other key stakeholders to advocate for more cost-effective access to standards for records and information management. One possibility we could explore would be to move to a whole-of-industry subscription model for key documents, as is done for building standards.⁵

Secondly, the findings support a focus on simplifying the standards landscape. The ISO Committee on Archives / Records Management (TC46 SC11) has now published a total of nineteen standards and technical reports.⁶ It appears that people find these standards hard to find, understand and use, and as a result they are not using them. We should think carefully before supporting the development and publication of yet more standards. What might be more useful for the New Zealand recordkeeping community is guidance which explains the existing standards landscape. This is discussed further below.

Key gaps and areas for more focus

We wanted to know what people thought were the key gaps in the standards and guidance available. The most important gaps identified were the need for more practical examples and guidance, the need for standards that are fit for application in modern digital business environments, and the need for guidance about what standards to use in what circumstances. People also agreed that it would be useful to have formal standards and guidance to help organisations manage records and information in a way that reflects te ao Māori.

What does this mean for the IRG and for the New Zealand recordkeeping community? These themes will inform the way the IRG votes on ISO documents and the comments we provide to working groups. The IRG will also consider what else we can do to help meet these needs – both through contribution to international work and the development of New Zealand-specific guidance. These priorities will directly inform our work and our focus over the next 2-3 years. With reference to te ao Māori, the IRG agrees that this is an important issue that we cannot ignore. However, we are also conscious that we have a great deal to learn. We will seek to develop our capability and relationships in this area, so that we can support the development of New Zealand-specific guidance, working closely with relevant Māori partners.

Communication

We asked people about their preferences for communication about the IRG and standards. People had a clear preference for the IRG to communicate via the NZ-Records Listserv, although a number of other channels were also popular. The IRG has agreed that we will post quarterly updates on the IRG's work to the listserv and also send them out via other channels where appropriate.

Conclusion

The survey has provided very useful insight into the nature, needs, and priorities of the recordkeeping community in New Zealand. The results show that this community is using records, archives, and information management standards and is finding them useful. However, it also shows that the volume, variety, and cost of standards are key barriers to access, and that people are looking for practical examples and guidance about what standards to apply in what contexts, particularly in modern digital business environments. There is also a strong desire for guidance that better reflects te ao Māori.

In response to these findings, the IRG is planning to:

- Create a guide to standards and guidance which are relevant to records and information management in New Zealand, and what they can be used for.
- Examine the content of Archives New Zealand's Information and Records Management Standard and consider how it can be supported and enhanced.
- Continue to advocate for more cost-effective access to standards for records and information management.
- Consider what we can do to address the key gaps: more practical examples and guidance, standards that are fit for application in modern digital business environments, and guidance about what standards to use in what circumstances.
- Seek to develop our te ao Māori capability and relationships.
- Post quarterly updates on the IRG's work to the NZ-Records listserv and also send them out via other channels.

Appendix: Questionnaire

International Review Group -Stakeholder Survey

The International Review Group for Recordkeeping Standards (the IRG) is a group set up by Standards New Zealand, with funding from Archives New Zealand. It is a group of experts that represents the records and information management community in New Zealand. The role of the IRG is to review standards and guidance about records and information management, and to advise how Standards New Zealand should vote on proposed changes to international standards. As part of that work we are conducting our first stakeholder survey. The information you supply to this survey will be kept confidential to the IRG and will only be used to inform our standards work. We will post a summary of findings on the IRG group on Linked In.

Q1: What standards for records and information management (including archives management) are you aware of? Please indicate which of the standards listed below you are familiar with, and add any other standards you are aware of.

- ISO 15489 - Records management
- ISO 23081 - Metadata for records
- ISO 30300 Series - Management systems for records
- Archives New Zealand's Information and records management standard
- Don't know
- Other:

Q2: What other standards influence the way information is managed in your organisation? For instance, these could be standards that are specific to your core business, your industry or your sector.

Q3: What are the key barriers you have experienced to finding and using records and information management standards and guidance?

Q4: What standards for records and information management has your organisation actually used?

Q5: What standards for records and information management (including archives management) have you personally used?

Q6: If you have indicated that you used records and information management standards, what did you use the standards for? (you can select more than one option)

- Don't know
- Did not use standards
- To introduce innovation
- To understand best practice
- To communicate requirements
- To measure maturity of practice
- To ensure interoperability
- To enable compliance with relevant laws and regulations
- To assist with the purchase of technology or services
- Other:

Q7: How useful did you find the standards for these purposes?

Mark only one oval.

- Very useful
- Useful
- Somewhat useful
- Not useful
- Don't know

Q8: What are the key gaps that you see in the records and information management standards and guidance that are available at the moment?

Q9: One of the unique aspects of records and information management in New Zealand is that many organisations need to manage records in te reo Māori, and to reflect te ao Māori in the way they manage information. Do you think formal standards and guidance would help with this challenge?

Mark only one oval.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Q10: The role of the IRG is to review standards and guidance about records and information management, and to advise how Standards New Zealand should vote on proposed changes to international standards. What kinds of standards and guidance do you think the IRG should be working on? We welcome your ideas.

Q11: What are your preferences for communication about the IRG and standards?(you can select more than one option)

- I am not interested
- NZ-Records Listserv
- Linked In Group
- Government Data & Digital Standards Community of Practice
- RIMPA
- Other:

Q12: What is your role? (you can select more than one option)

Tick all that apply.

- Information/records manager
- ICT Professional
- Archivist
- Librarian
- Curator
- Student
- Consultant or vendor
- Other:

Q13: What kind of organisation do you work for? (you can select more than one option)

Tick all that apply.

Library

- Central government organisation
- Local government organisation
- Museum
- Private sector organisation
- Consultant
- Vendor
- Professional association
- School
- Tertiary Education Institution
- Other:

Q14. Is there anything else you would like to add?

Q15. If you would like us to get in touch, please enter your name and email.

Endnotes

1. Standards New Zealand. "ISO and IEC Technical Committee Participation." Accessed August 27, 2023. <https://www.standards.govt.nz/develop-standards/international-engagement/iso-and-iec-technical-committee-participation/>.
2. Oliver, Gillian, and Fiorella Foscarini. "The Value of International Standards for Records Management: Perspectives From Education and Training." *Archives and Manuscripts* 43,no. 3 (2015): 181-193.
3. Github, Inc. "Let's Build from Here: The AI-powered Developer Platform to Build, Scale,

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and Deliver Secure Software.” Accessed August 27, 2023. <https://github.com/> <https://github.com/>.

4. World Wide Web Consortium. “W3C: Making the Web Work.” Accessed August 27, 2023. <https://www.w3.org/>.
5. Standards New Zealand. “Building-related Standards.” Accessed August 27, 2023. <https://www.standards.govt.nz/get-standards/sponsored-standards/building-related-standards/>.
6. International Organisation for Standardization. “ISO/TC 46/SC11: Archives/records Management.” Accessed August 27, 2023. <https://www.iso.org/committee/48856.html>.