



# SHARED SERVICES MODEL FOR LOCAL AUTHORITY RECORDS



# EVAN GREENSIDES

15 YEARS IN THE GLAMR SECTOR

## *Current Experience*

- IM Contractor – IM Maturity Assessments, Asset Register Creation, Peter Bush Project Manager, etc.
- First-Past President, ARANZ
- ARANZ Conference 2024 Committee Member
- Ex-Trust Board Member, Te Manawa

## *Previous Experience*

- Senior Archivist, Archives Central
- Archivist, Palmerston North City Library
- Assistant Curator/Archivist, MTG Hawke's Bay

## *Education*

- PGDip, Information Studies
  - PGDip, Museum Studies
  - BA, History



# WHAT IS ARCHIVES CENTRAL?

- Run by MW LASS Limited
- The only shared-services Approved Repository in New Zealand
- Digital and physical archival storage for 9 regional, district and city councils archival and records material



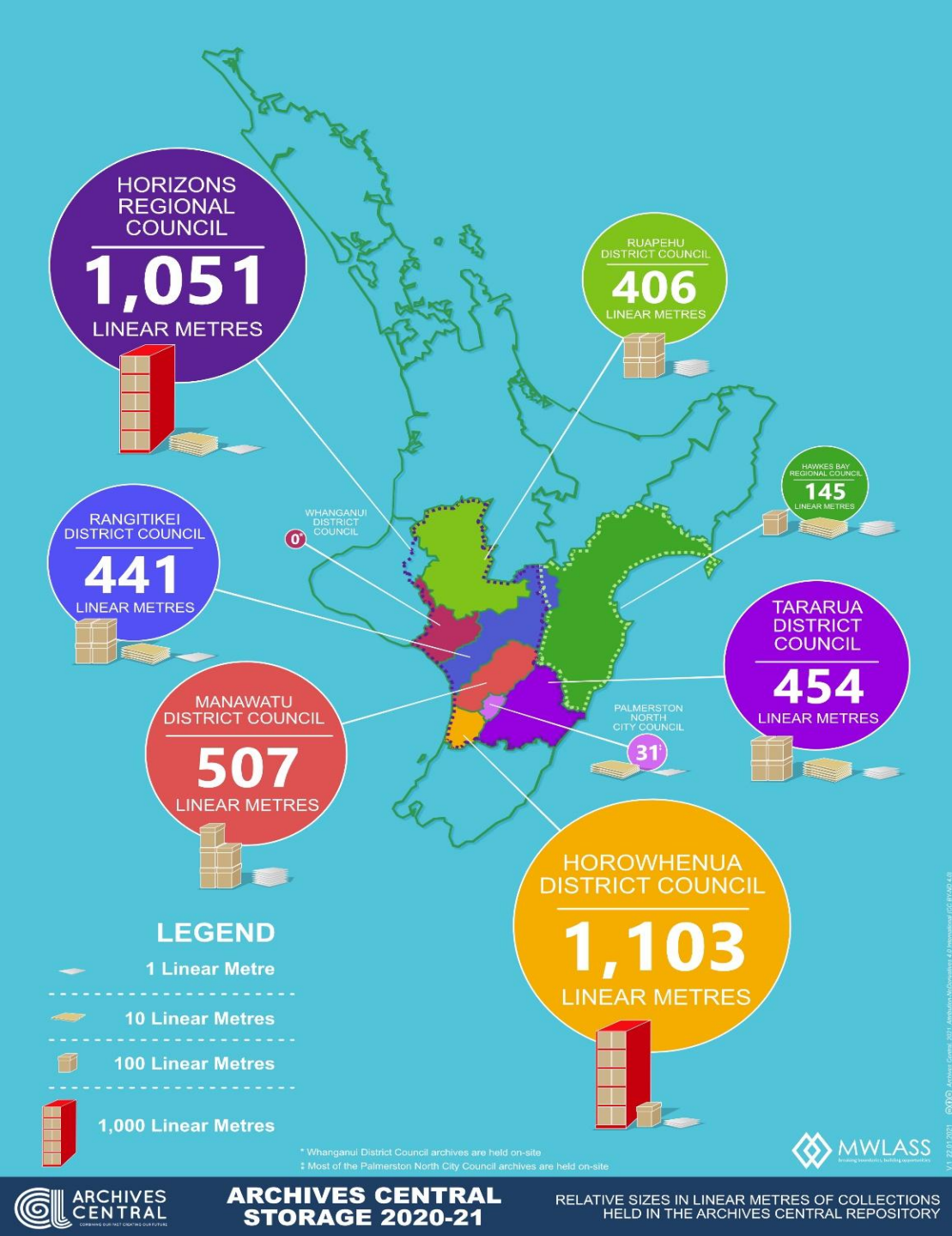
# WHAT DOES ARCHIVES CENTRAL HOLD?

- Rate and Minute Books
- Valuation and Electoral Rolls
- Maps and Engineering Plans
- Aerial Photographs
- Resource Consents and Water Rights
- Staff and Employment Files
- Council Internal/External Reports
- Various Ephemera – Medals, letter presses, gifts and a Stereoscope!



# HOW MUCH DOES ARCHIVES CENTRAL HOLD?

- In 2022, Archives Central held nearly 4,300 linear metres of archival and records material
- An additional 600 linear metres has arrived since. Repository is 100% full
- Business case for expansion
- Website currently holds ~230,000 individual records. Largest holdings:
  - 39,612 aerial photographs
  - 25,268 plans
  - 7,237 reports
  - 4,866 resource consents



# WHAT DOES ARCHIVES CENTRAL DO?

- Arrangement & Description
- Public & Member Council Staff Access
- In-house Digitisation
- Environmentally-Controlled Storage
- Closed Records Storage
- Public Inquiries & Research
- Retention & Disposal



# SHARED SERVICES ANALYSIS

<b>Positives</b>	<b>Negatives</b>
<b>Reduction in cost of providing a specialised service</b>	<b>High initial implementation and transition costs</b>
<b>Improved performance, particularly through 'centres of excellence'</b>	<b>Reduced control of administrative services for participating departments</b>
<b>Better focus on core business</b>	<b>Departments may need to compromise on specialised needs</b>
<b>Increases in efficiency, productivity and shared knowledge/specialised skills</b>	<b>Support services may be less accessible</b>

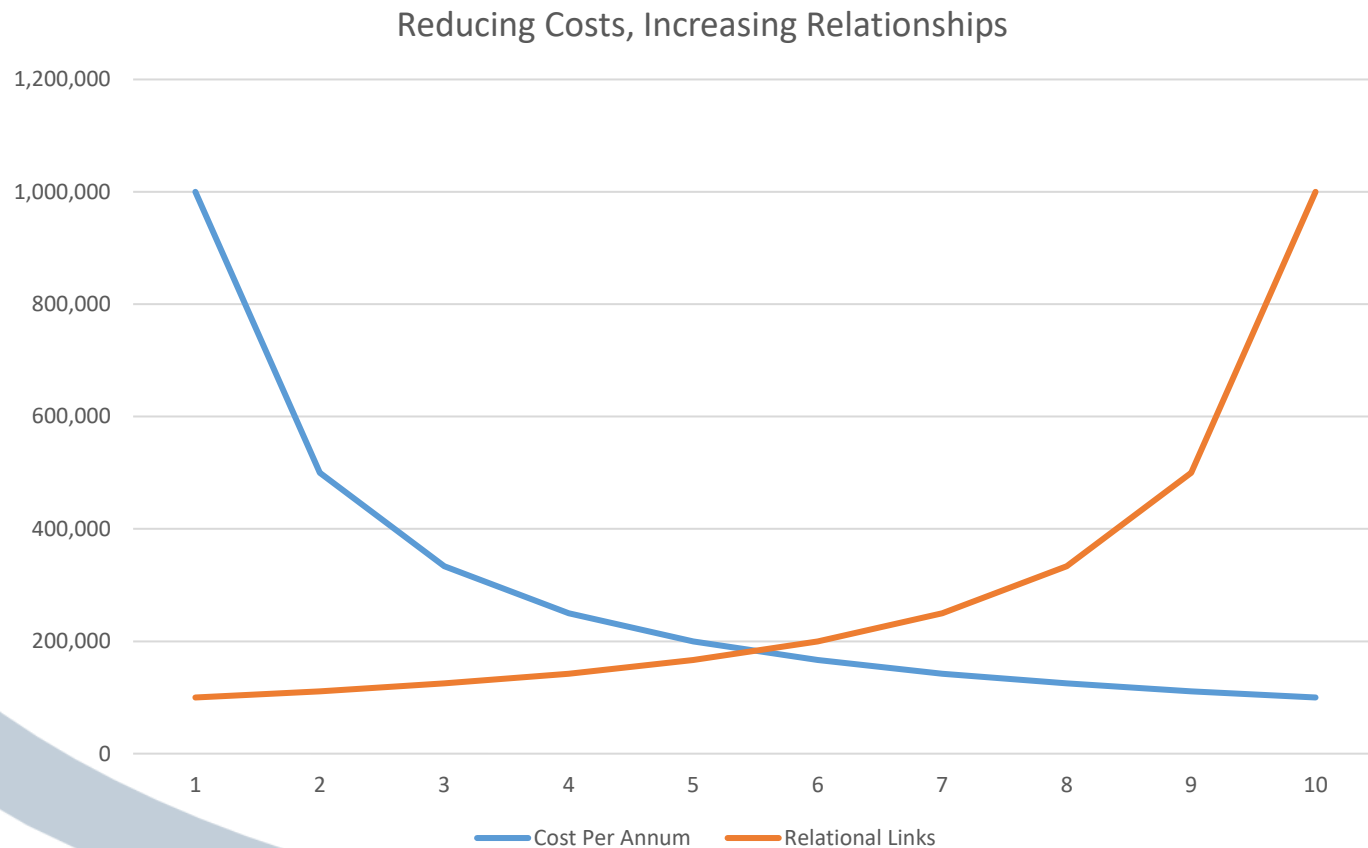
Source: *Working Paper No. 5: Shared Services Centres*. State Services Commission. Crown, 2000.  
[<https://www.publicservice.govt.nz/assets/DirectoryFile/Working-Paper-Shared-Service-Centres.pdf>]

# FUNDING & COSTS



- Annual Budget ~\$550,000 split between 9 councils
  - Made up of storage income per linear metre and levies for unused storage
- Charges per LM have not changed since 2015
- Maiden break-even in FY22-23
- Largest Council cost per annum = annual salary of an experienced Archivist
- Revenue from special projects outside of SLAs recycled back into business model

# SCALABILITY OF SHARED SERVICES

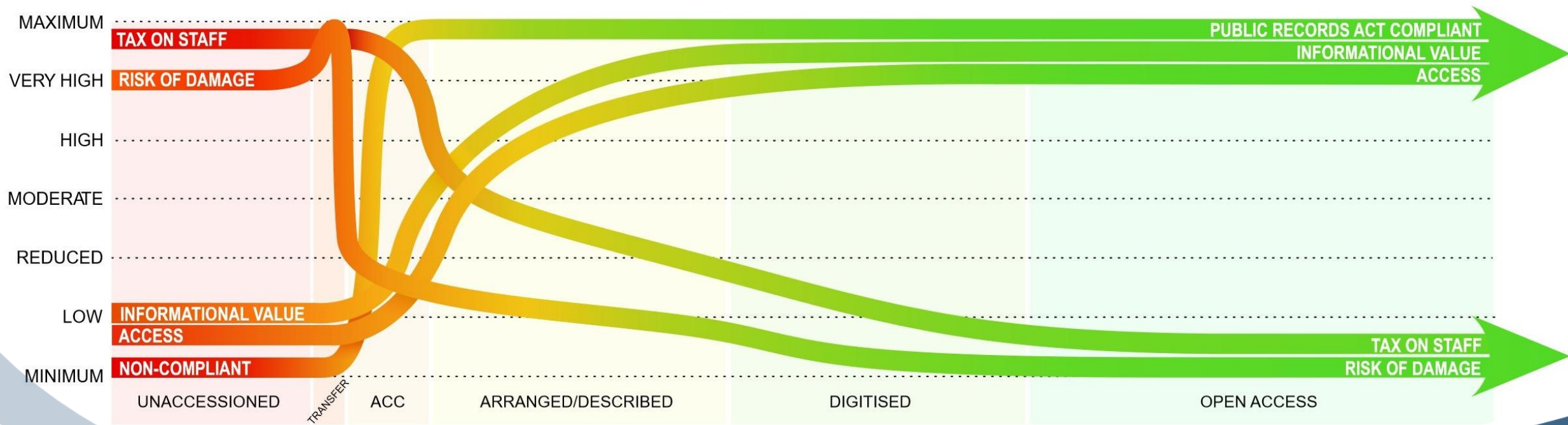


- More member councils = less cost per Council
- The more archival material on the database, the more relational links we can make within and between Councils
- Users stay longer, view more material and send less requests to archivists

# INFORMATION AVAILABILITY & WORKLOAD SHIFT

UNACCESSIONED	TRANSFERRED	ACCESSIONED	ARRANGED AND DESCRIBED	DIGITISED	OPEN ACCESS DATABASE
Term <b>Infinite</b>	Term <b>Very short</b>	Term <b>Short</b>	Term <b>Indefinite</b>	Term <b>Long</b>	Term <b>Long</b>
Informational value <b>Minimal</b>	Informational value <b>Low</b>	Informational value <b>Moderate</b>	Informational value <b>High</b>	Informational value <b>Very high</b>	Informational value <b>Maximal</b>
Characteristics <b>Challenging/problematic</b> <b>Inaccessible</b>	Characteristics <b>Unordered</b> Minimally accessible with significant effort	Characteristics <b>Minimally ordered</b> Searchable/accessible /trackable with some effort	Characteristics <b>Searchable/accessible/trackable</b> with low effort	Characteristics <b>Easy access/information transfer</b> <b>Public see connections</b> <b>Discovery</b>	Characteristics <b>Global access</b> <b>Maximised exposure</b> <b>Public perception</b>
Risk (degradation & loss) <b>High/Extreme</b>	Risk (degradation & loss) <b>Moderate</b>	Risk (degradation & loss) <b>Reduced</b>	Risk (degradation & loss) <b>Low</b>	Risk (degradation & loss) <b>Minimal</b>	Risk (degradation & loss) <b>Minimal</b>
Compliance <b>Non-compliant</b>	Compliance <b>Non-compliant (transient)</b>	Compliance <b>Achieved</b>	Compliance <b>Achieved</b>	Compliance <b>Achieved</b>	Compliance <b>Achieved</b>
Tax on staff <b>Maximum</b>	Tax on staff <b>Very High</b>	Tax on staff <b>High</b>	Tax on staff <b>Moderate</b>	Tax on staff <b>Low</b>	Tax on staff <b>Minimal</b>
Users <b>Access via records staff</b>	Users <b>Records and archives staff</b> working together	Users <b>Archives staff</b> Basic searches by public and council staff	Users <b>Public &amp; council staff empowered</b> Minimal friction for specialists Aggregators begin to collect	Users <b>Increased efficiency for specialists</b> <b>Aggregators expand reach</b>	Users <b>Maximised efficiency</b> <b>Unlimited users</b>

# VALUE APPRECIATION THROUGH THE ARCHIVAL PROCESS



Source: *How the Archival Process Affects the Value of Information*  
<https://archivescentral.org.nz/node/242039>. Creators: Evan Greensides (theory) & Danya Anderson (graphics)

Home / Aerial Photographs of Napier-Taihape Road / Aerial Photograph Contact Print, Napier-Taihape Road, SN 5752, Sheet H/21

Aerial Photograph Contact Print, Napier-Taihape Road, SN 5752, Sheet H/21

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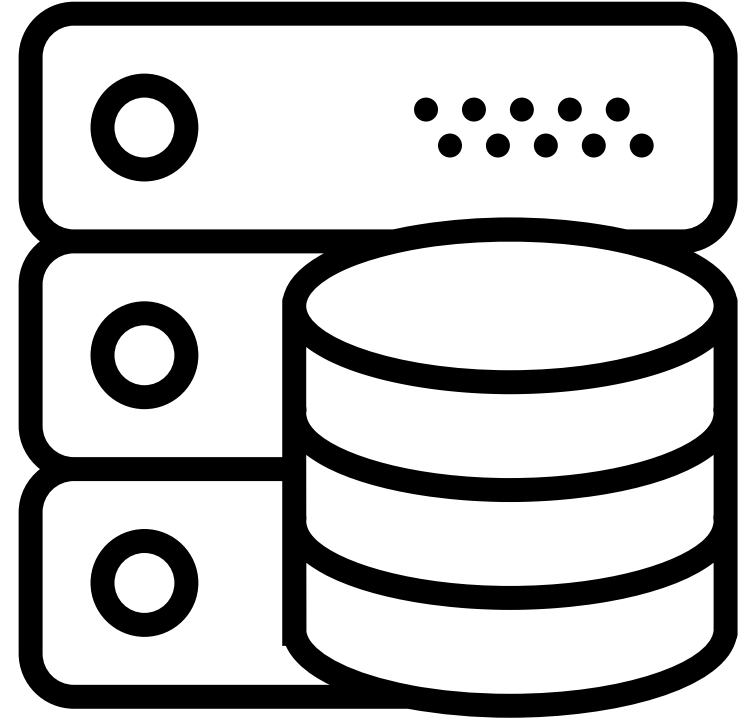
- Full access for public; CMS for staff
- Re-development in late-2020 with migration to Islandora8 platform via Catalyst IT
- Leading edge technology – Linked data, machine-readable records, W3 Conventions, OCR search function, etc.
- Confirmed first in the world to adopt ICA Records in Context-Conceptual Model (RiC-CM)
- Finalist for NZ Open Source Awards, 2021
- Ready for the born-digital future



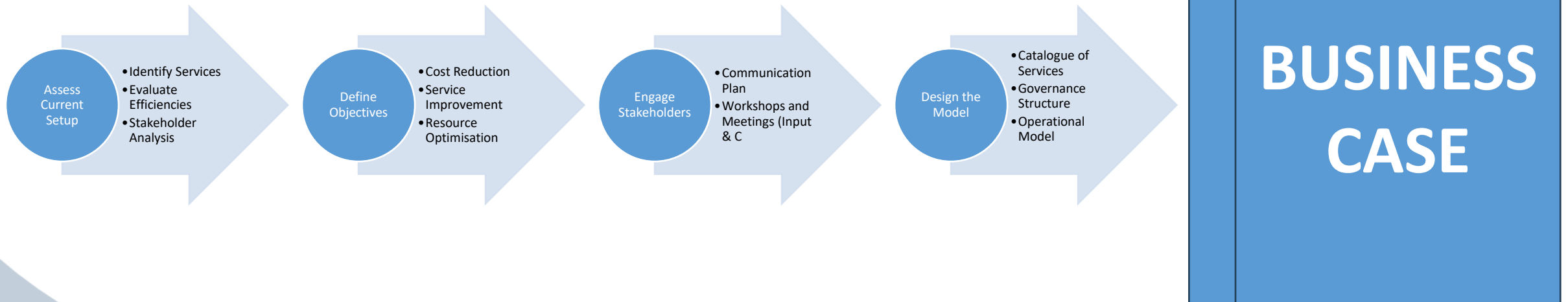


# CONTINUED POSITIVE MOMENTUM

- The Born-Digital Future is here!
  - Pilot Project for a digital-only migration and public access
- Business case for expansion:
  - Add mobile shelving to expand current storage area
  - Retrofit other building areas for a larger environmentally controlled archival storage area
- Digital Value-Add:
  - Increasing relational links & metadata
  - OCR & searchable text
  - SEO-optimisation
- Conduct Special Projects for Councils:
  - Retention & Disposal actions on closed records
    - Digitisation team projects (Property Files, Resource Consents, etc)



# SHARED SERVICES BUSINESS SETUP



# Thank you!



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