

State Government Digital Preservation Profiles

New Mexico LARM

July 2006

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Introduction

The state government digital preservation profiles available on this Web page are based on information collected from those state and territorial library, archives, and records management units that completed CTG's State Government Digital Information Preservation Survey. CTG administered the survey to all state and several territorial librarians, archivists, and records managers in early 2006. See baseline report for details.

The profiles are organized by state or territory and the library (**L**), archives (**A**), and records management (**RM**) units that were represented in the survey response. (For example, "**Alabama ARM**," which is the first responding unit in the drop down menu below, refers to the **archives and records management** units from Alabama in one survey response.) For some states, respondents also included agencies other than library, archives, and records management. These profiles are marked with an asterisk (*) and the other units that contributed to the survey response are specified in the profiles.

To select a different profile, click on the Introduction/Select Profile link located on the top left of the screen.

You can also view consolidated tables showing how all the state/territory responding units replied to selected questions in the survey. (This is also found in Appendix E of Preserving State Government Digital Information: A Baseline Report.)

STATE PROFILES CONTACT

G. Brian Burke, Project Manager
Center for Technology in Government
University at Albany, SUNY

Section 1. Responding Unit(s)

Name of state or territory.

New Mexico

Name and affiliation of individual(s) who responded on behalf of the state or territory.

Daphne Arnaiz-DeLeon - State Records and Archive

John Chadwick - New Mexico State Library

Marcia Faggioli Smith - New Mexico State Library

with input from Tracey Kimball - Legislative Council Service and

Jerry Wise - Judicial Information Division

This profile includes information provided by the following units for this state:

- Library
- Archives
- Records Management

Section 2.1a. Setting Standards for EXECUTIVE Agencies

The following units have authority for setting standards, specified below, for digital information created or maintained by EXECUTIVE agencies. Multiple boxes are checked to reflect authority that is shared or delegated.

	Authority not assigned	Library has authority	Archives has authority	Records Management has authority	Others (See below)
Setting data management standards and or guidelines for information creation (e.g., metadata, file formats).		X	X	X	X
Setting information technology standards and or guidelines for information creation (e.g., state approved software applications).					X
Setting standards for information retention and disposal (e.g., retention periods and methods of disposal) for various series/types of digital records and publications.				X	

Other standards and the units with authority over setting them.

The Chief Information Officer is responsible for vision, strategy, direction, and oversight for Information Technology for New Mexico State government. The CIO reports to the Governor, and is an advisory member of the Information Technology Commission, which oversees and legislates IT standards and policy as empowered by law.

Additional information.

State has authority to see that agencies file their documents in an accessible and readable format. The NM General Services Department does not have authority to set standards but by purchasing equipment or software for use statewide sets standards de facto - with little or no input from other agencies.

Section 2.1b. Services Provided to EXECUTIVE Agencies

The following units provide the services, specified below, to EXECUTIVE agencies. If services are provided by multiple units, the appropriate boxes are checked.

	Services not provided	Library provides services	Archives provides services	Records Management provides services	Others (See below)
Storage for digital information.		X		X	X
Consultation and training services on digital information creation.		X	X	X	
Consultation and training services on digital information management.				X	
Consultation and training services on digital information preservation.		X	X	X	
Consultation and training services on digital information preservation.		X	X	X	
Preservation (e.g., migration, reformatting).		X	X	X	
Access (e.g., search engine).		X			X
Certification (e.g., trustworthiness of system, backups sufficient).					X

Other services provided and the units that provide them.

All executive agencies do some of their own storage of digital information and store their backups at the State Records and Archives.

While the State Library currently provides the state search engine, the CIO's office will be providing the next state search engine which is in current development.

Additional information.

No information provided

Section 2.2a. Setting Standards for LEGISLATIVE Agencies

The following units have authority for setting standards, specified below, for digital information created or maintained by LEGISLATIVE agencies. Multiple boxes are checked to reflect authority that is shared or delegated.

	Authority not assigned	Library has authority	Archives has authority	Records Management has authority	Others (See below)
Setting data management standards and or guidelines for information creation (e.g., metadata, file formats).			X	X	X
Setting information technology standards and or guidelines for information creation (e.g., state approved software applications).			X	X	
Setting standards for information retention and disposal (e.g., retention periods and methods of disposal) for various series/types of digital records and publications.				X	

Other standards and the units with authority over setting them.

The Legislative Council Service, Office of the Senate and Office of the House are New Mexico's three legislative agencies. Their IT systems are completely independent from the executive agencies systems and they are not beholden to the CIO's office for style, formats, standards, etc when it comes to creation or preservation of digital information.

Additional information.

No information provided

Section 2.2b. Providing Service to LEGISLATIVE Agencies

The following units provide the services, specified below, to LEGISLATIVE agencies. If services are provided by multiple units, the appropriate boxes are checked.

	Services not provided	Library provides services	Archives provides services	Records Management provides services	Others (See below)
Storage for digital information.		X	X	X	X
Consultation and training services on digital information creation.				X	X
Consultation and training services on digital information management.				X	X
Consultation and training services on digital information preservation.	X				
Consultation and training services on digital information preservation.	X				
Preservation (e.g., migration, reformatting).				X	X
Access (e.g., search engine).					X
Certification (e.g., trustworthiness of system, backups sufficient).					X

Other services provided and the units that provide them.

The Legislative Council Service does much of their own training on digital information - sending IT staff to workshops and training and then this staff (4 people and a Webmaster) in turn trains Legislative staff on how to create, manage, backup and migrate information in the legislative sector. There does not seem to be an organized preservation plan in place - although digital information is migrated in format to always be current in terms of accessibility. All Web-based information is said to be online 'permanently'.

Additional information.

The Legislative Council Service provides the Office of the House and the Senate as well as all other legislative committee groups the service of a legislative Web page, posting of Legislative documents, information and a search engine for finding bills and legislation back to 1996.

The legislative staff interviewed said that there is one man who has been in charge of their digital online information and Web page and search engines for the last 10 years, adding that if he gets hit by a truck, 'we're dead!!!'

Section 2.3a. Setting Standards for JUDICIAL Agencies

The following units have authority for setting standards, specified below, for digital information created or maintained by JUDICIAL agencies. Multiple boxes are checked to reflect authority that is shared or delegated.

	Authority not assigned	Library has authority	Archives has authority	Records Management has authority	Others (See below)
Setting data management standards and or guidelines for information creation (e.g., metadata, file formats).				X	
Setting information technology standards and or guidelines for information creation (e.g., state approved software applications).					X
Setting standards for information retention and disposal (e.g., retention periods and methods of disposal) for various series/types of digital records and publications.				X	

Other standards and the units with authority over setting them.

Judicial information Division sets their own standards for information creation.

Additional information.

Office of the Courts has set up a robust case look-up online system for public access at:
<http://www.nmcourts.com/newface/cllookup/disclaim.html>

Section 2.3b. Providing Service to JUDICIAL Agencies

The following units provide the services, specified below, to LEGISLATIVE agencies. If services are provided by multiple units, the appropriate boxes are checked.

	Services not provided	Library provides services	Archives provides services	Records Management provides services	Others (See below)
Storage for digital information.				X	X
Consultation and training services on digital information creation.				X	X
Consultation and training services on digital information management.				X	X
Consultation and training services on digital information preservation.				X	X
Consultation and training services on digital information preservation.				X	X
Preservation (e.g., migration, reformatting).				X	X
Access (e.g., search engine).				X	X
Certification (e.g., trustworthiness of system, backups sufficient).				X	X

Other services provided and the units that provide them.

Judicial Information Division provides their own storage, training, preservation, access and certification.

Additional information.

No information provided

Section 3. State Government Digital Information Preservation Activities

This section includes descriptions of past or current digital preservation activities in the state.

TITLE OF THE STATE GOVERNMENT DIGITAL INFORMATION PRESERVATION ACTIVITY:

NM Digital Documents Program

SHORT DESCRIPTION:

The New Mexico State Library developed their Digital Documents Program in 2003 when they started using OCLC's Digital Archive product to harvest, ingest and permanently (ling term anyway!) digitally archive online state agency publications. An electronic document collection development policy was created with input from the 24 state depository libraries and the State Archives. These digitally archived state publications are accessible in their entirety through the state library's and all of the state depository libraries' online catalogs in many types of file formats. Agencies can file their publications by sending a URL to the state library's Documents Program or by sending an electronic document file to a designated state documents e-mail address. In the cases of filed, non-Web based electronic publications, the state library posts these documents on their intranet in order to digitally archive them before adding to their online catalog.

LINKS TO RELATED WEB SITES OR PROJECT DOCUMENTS:

<http://www.stlib.state.nm.us/DigitalArchive.htm>

The filing e-mail address is DCA-statepubs@state.nm.us

CONTACT FOR THIS ACTIVITY:

Marcia Faggioli Smith, State Documents Librarian, New Mexico State Library
505-476-9716 or marcia.smith@state.nm.us

TITLE OF THE STATE GOVERNMENT DIGITAL INFORMATION PRESERVATION ACTIVITY:

NM Government Information Locator Service

SHORT DESCRIPTION:

New Mexico's State Library implemented a Government Information Locator Service in 1999. This system is a search engine that allows the public to search state agency websites to locate New Mexico government information. It also refers the public to the State Library Reference Desk and Ask-a-Librarian form if the public does not find their information using the search engine. The state Library spent three years working with and educating state agencies to include correct metadata on state Web pages and online publications to ensure successful searches. The search engine is still the official state search engine on the State's Home page- but the State Library is encouraging the state to purchase another search engine, supported by the General Services Department. With limited staff and money the State Library would like to give full attention to the permanent digital archiving of state government information and documents that is part of their Digital Documents program.

LINKS TO RELATED WEB SITES OR PROJECT DOCUMENTS:

www.state.nm.us (see search box) Referral to State Library reference services comes as part of the search results.

CONTACT FOR THIS ACTIVITY:

Marcia Faggioli Smith, State Documents Librarian, New Mexico State Library
marcia.smith@state.nm.us or 505-476-9716

John Chadwick, Director Information Technology, New Mexico State Library,
john.chadwick@state.nm.us or 505-476-9740

TITLE OF THE STATE GOVERNMENT DIGITAL INFORMATION PRESERVATION ACTIVITY:

Expansion of Digital Documents Program

SHORT DESCRIPTION:

The State Library's Digital Archive Project (as mentioned earlier) is in full production harvesting, ingesting and making permanently accessible digital state government information.

A new aspect of the project is to work with three other agencies to identify their digital information that is not already web-based but that can be digitally ingested, archived and made accessible through the library's catalog. Information includes images from an exhibit from the Museum of New Mexico, Maps and surveys from the State Engineer's Office, documents from the Department of Agriculture and maps from the NM History Library.

The State Library has also begun outreach to educate the state on the need for preservation of local government information. They have spent the last year working with the 24 state depository libraries, which include 6 academic libraries, regarding the need for this and have held one workshop for training in using the OCLC digital archive tool to harvest, ingest and preserve local government information.

LINKS TO RELATED WEB SITES OR PROJECT DOCUMENTS:

No information provided

CONTACT FOR THIS ACTIVITY:

Patricia Hewitt, Director, Technical Services, New Mexico State Library
505-476-9730 or patrica.hewitt@state.nm.us

Marcia Faggioli Smith, State Documents Librarian, New Mexico State Library
505-476-9716 or marcia.smith@state.nm.us

TITLE OF THE STATE GOVERNMENT DIGITAL INFORMATION PRESERVATION ACTIVITY:

Electronic Document Management System (EDMS)

SHORT DESCRIPTION:

Participants: New Mexico State Records Center and Archives (SRCA) New Mexico Taxation and Revenue (TRD) New Mexico Human Services Department (HSD)

OBJECTIVES: OUR GOAL IS TO IMPLEMENT AN EDMS THAT LEVERAGES EXISTING EXPERIENCE IN RECORDS MANAGEMENT, DOCUMENT MANAGEMENT STORAGE SYSTEMS, SOFTWARE, AND PROCESSES WITHIN SRCA, TRD AND HSD. THE PROJECT SCOPE INCLUDES THE DEVELOPMENT OF AN ENTERPRISE MODEL OF BEST PRACTICES, PROCESSES AND COST EFFECTIVE TECHNOLOGIES TO MANAGE & INTEGRATE DOCUMENTS; THIS MODEL MUST BE EXTENSIBLE TO ALL STATE AGENCIES THAT MAY NEED IMAGING AND DOCUMENT / CONTENT MANAGEMENT SERVICES. The EDMS project will include a Records Management module that will ensure the appropriate description, identification, and preservation of documents as needed. The project as an NMSRCA Re-Engineering Committee that is developing metadata standards for each group of records. These standards will be enforced for all present and future participants in the EDMS solution. A training component is built into the project development timeline.

LINKS TO RELATED WEB SITES OR PROJECT DOCUMENTS:

No information provided

CONTACT FOR THIS ACTIVITY:

Contact: Jane Hamlet, EDMS Project Director, Electronic Document Management Systems, New Mexico Human Services Department, Division of Information Technology
Office: (505) 476-7319
Cell: (505) 263-3213
Email: Jane.Hamlet@state.nm.us

TITLE OF THE STATE GOVERNMENT DIGITAL INFORMATION PRESERVATION ACTIVITY:

New Mexico Department of Transportation EDMS

SHORT DESCRIPTION:

Description: The New Mexico Department of Transportation purchased a FileNet solution in 1997. The agency invested in training for an existing employee and relies on this employee to implement changes to the basic system.

This system has been tailored and enhanced to allow staff to identify, describe, and preserve records. Metadata fields that have been defined for the document are required to be completed before the record will be accepted into the image repository. Workflow has also been included in the solution. This is an internal system.

LINKS TO RELATED WEB SITES OR PROJECT DOCUMENTS:

No information provided

CONTACT FOR THIS ACTIVITY:

Contact: Jenny Williams, New Mexico Transportation Department, Administrative Division
505-827-5685 or Jenny.Williams@state.nm.us

Section 4. Training Needs for Digital Preservation Related Activities

Level of training needed for the digital preservation capabilities, specified below.

	Training already provided	Basic training needed	Advanced training needed
Identify the type and amount of digital information throughout the state.		X	
Select and appraise state government information in digital form.		X	
Identify key stakeholders related to specific digital information (other local/state agencies, other states, private sector, etc.).		X	
Negotiate and make agreements with key stakeholders to preserve digital information.		X	
Acquire state government information in digital form for holdings.		X	
Manage state government information in digital form (metadata, reformatting, etc.).		X	
Manage the ingest of digital information into a repository.		X	
Manage the long-term storage of digital information in a repository.		X	
Develop mechanisms to monitor the long-term usability of state government information in digital form.		X	
Make state government information in digital form accessible to users.		X	
Produce a disaster and recovery planning for state government information in digital form.		X	
Manage copyright, security, and other legal issues of relevance to state government digital information.		X	
Other (See below).		X	

Other training needed for digital preservation capability.

The above checked answers indicate that New Mexico needs basic training in all areas of digital preservation activities. We feel that this is true of most state agencies, however, there are some well-established projects, such as the ones already mentioned (and there are others - both well-established and pilot in nature) that are much more sophisticated in their approach (and success) in digital creation, access and preservation.

Over the past 10 years (as technologies have developed) there have been and continue to be many examples of agencies working in fits and starts to address the need for access, maintenance and preservation of digital state government information. These efforts are grass roots in nature and attempts to work at these activities under one state umbrella or agency have failed over time. State entities that are involved in these areas are the CIO's Office, State Records and Archives, the State Library, and the larger of our state agencies that do big volume business with the public (Tax and Rev, Human Services, Transportation).

Additional information on existing training programs.

The State Library helped organize in 2002 a conference devoted to born digital state information for the Western Council of State Libraries. It was held in Scottsdale and attended by 80 people for the western states State Libraries. The State Library has also been active in the GILS (Government Location Information System) group that met annually for 6 years to exchange ideas and best practices on providing access to digital information. The emphasis of that group is now more on the preservation of digital information as creation and access issues have become common place and more or less resolved. New Mexico will attend a meeting in March 2006 held by the State Library of North Carolina that is devoted to best practices in the preservation of digital state government information.

Section 5. State Government Digital Information Currently At-Risk #1

This section includes examples of state government digital information that is at-risk of deteriorating or being altered or lost through format or technological obsolescence, policy or procedural gaps, or financial constraints.

DESCRIPTION OF AT-RISK STATE GOVERNMENT DIGITAL INFORMATION:

1) Information that is contained in databases, i.e. health department data, Motor vehicle, tax information, well drilling permit information etc., is all in database format - much of this inaccessible online in databases. Comprehensible reports using this data are done only on demand and general publications using or compiling this information is no longer published on a regular basis. Hence the information is historically lost in understandable format when data is no longer kept - or is transferred to another system incompletely.

2) Museum digital collection information is at risk due to lack of funding for a comprehensive collection management and preservation system.

3) E-mail is viewed as ephemeral and transitory in nature and yet it is used to conduct business. This lack of identification as a record ensures its loss.

CONDITIONS CAUSING INFORMATION TO BE AT-RISK:

Understanding of the historical need for this digital information is not prevalent amongst our state agencies. This is a problem for analog as well as digital information, but even more of a problem for digital information. Energy and staff time in this state is still going into the development of these databases and their online access interfaces. Money and staff time does not exist at this point for preservation activities.

STRATEGIES CONSIDERED TO PRESERVE AT-RISK STATE GOVERNMENT DIGITAL INFORMATION:

The tri-agency EDMS project will include a records management module that will ensure the proper identification, description and preservation of electronic records, including e-mail.

Examples of government digital information that was not preserved and is no longer accessible.

All state agency Web sites as they are updated or new dynamic content sites are created to take the place of previous Web sites. No state agency is currently saving entire Web sites.

Occasional state documents in video and audio formats.

Electronic state records and documents that have been stored on electronic media that is no longer readable- i.e.. floppy disks, CDs. etc.

Section 6. Enterprise Architecture

The following section describes the state's and corresponding units' awareness of and involvement in their state's Enterprise Architecture efforts.

Aware of state's Enterprise Architecture efforts.

Yes

Involved in state's Enterprise Architecture efforts.

Yes

Nature of involvement in the state's Enterprise Architecture efforts, if appropriate.

The State Library has been involved periodically in enterprise architecture efforts. For three years the state library was part of the development of a enterprise Web portal for the state of New Mexico - developing metadata standards and subject thesauri, and serving on the steering committee for an IBM and Vignette based portal. With a change in administration, however, the project floundered, did not receive further funding from the State Legislature and was dropped. Other reasons for its failure were political battles between our state's CIO's Office and our General Services' Department on who was to do what and pay for what parts of the system.

There is a CIO Council comprised of CIO's from each agency that has some input in to CIO enterprise architectural decisions. Both the State Library and State Archives participate in this CIO Council.

However, sometimes enterprise architecture decisions at the CIO's Office are made with little or no understanding of the business needs of the agencies involved - leading to practical impossibility of implementing those decisions by the Library, Archives and other agencies.

Links to relevant documentation that describes the unit's involvement in the state's Enterprise Architecture efforts.

<http://cio.state.nm.us/> <http://cio.state.nm.us/cioc/index.html>

Section 7. Additional Thoughts or Comments

In general the state of New Mexico is still struggling to get digital information systems going and working effectively. We currently do have large amounts of information available online, in databases and in other digital formats, however, available staff, time, money and energy is going into the production of this information and information technology. We are just beginning to understand the need for preservation activities. What preservation efforts exist are done at the agency level - with occasional interagency efforts. Agencies that are already in tune to the need for historical preservation of information such as the museums, libraries, records and archives are making efforts to educate other agencies and produce rules and regulations where/when appropriate and politically possible. We are smaller agencies in the scope of the New Mexico political system and while we have authority to pass rules and regulations - and do so - we do not have any enforcement capabilities. All digital preservation efforts are not only financial and technological in nature - but are also always political in nature in New Mexico. Continuous efforts on the part of the Archives and Libraries and on the part of concerned individuals in other agencies will result in legislative and executive agency understanding of the importance of preserving our digital information - and eventual funding for - but the road is not a straight one.