

A star is born!

For most of us, Mr Squiggle was the man from the moon. Each weekday for four decades the handcrafted puppet with the pencil nose from 93 Crater Crescent travelled on his rocket to the ABC Television studios at Gore Hill in Sydney to see Miss Gina (later, Misses Pat, Jane, Roxanne and Rebecca).

Creator Norman Hetherington submitted three photographs to the Patent Office in 1962 to copyright Mr Squiggle (having made the marionette four years earlier).

The show was something of a family affair, with scripts penned by the creator's wife and final presentations by his daughter, Rebecca.

The program first aired on 1 July 1959 and screened for the last time on 9 July 1999. During his 40-year tenure, Mr Squiggle turned more than 10,000 viewer-supplied scribbles into pictures – most of them drawn upside down. One of Mr Squiggle's favourite sayings was 'Everything's upside down these days'.

You can see more information about this **Find of the Month** on our website at www.naa.gov.au.



I, NORMAN FREDERICK HETHERINGTON, of
Sirius Cove Road, Mosman, in the State of New
South Wales, Commonwealth of Australia, Artist,
hereby make application for the registration of
the copyright in an artistic work being a Puppet
entitled "MR. SQUIGGLE".

Report on performance

Performance reporting in this annual report is based on the outcome and outputs structure set out in the Portfolio Budget Statements and Additional Estimates Statements 2005–06.

The Archives has one outcome: A national archival collection, preserved and accessible for all Australians; the creation and management of Commonwealth records that support accountable government.

This report is structured to show a clear relationship between the planned achievements in the Portfolio Budget Statements and Additional Estimates Statements and the actual results achieved by the Archives.

Each report against the output covers effectiveness, quality and quantity measures.

Output 1.1

Enable and promote best practice in the management of government records from the point of creation for as long as required

to support the needs of government and the people.

Strategies

In order to enable best practice management of government records, the Archives:

- provides standards, policies, guidelines and training about the creation, management and preservation of records; and
- authorises arrangements for the disposal and custody of Commonwealth records.

To ensure the long-term preservation of records of national archival value, the Archives:

- provides appropriate storage conditions;
- continually assesses and monitors the physical condition of the records; and
- undertakes both preventative preservation measures and conservation treatments for traditional and electronic formats.

Performance

Measure

Improved management of government records

Indicator

The management of government records to best practice

Highlights

- The Archives undertook a strategic review of records management systems and practices in the former Department of Immigration, Multicultural and Indigenous Affairs (DIMIA) [now the Department of Immigration and Multicultural Affairs (DIMA)], following the Palmer and Comrie reports. DIMA is progressively implementing the Archives' recommendations.
- The Archives enhanced its suite of software tools for converting, retrieving and accessing digital records and promoted it to chief information officers and other key people in government agencies.
- The Archives redeveloped its primary training course for agency records management staff.
- The Archives completed the largest description, repackaging and digitisation project it has ever undertaken resulting in the repackaging and digitisation of 376,000 World War I service records.

Government recordkeeping

During the year, the Archives continued to focus on providing advice and assistance to government agencies as they manage the transition from paper to digital recordkeeping.

Best practice government recordkeeping

The importance of good recordkeeping continued to be reinforced by key government agencies. The Australian Public Service Commission stressed the importance of good recordkeeping in its 'State of the

Service' reports, and the Australian National Audit Office regularly raised recordkeeping issues in its audits of Australian Government agencies.

In late 2005, at the request of the former Department of Immigration, Multicultural and Indigenous Affairs, the Archives conducted a strategic review of the Department's recordkeeping systems and practices. The review found that recordkeeping had not adequately supported its business needs or legislative obligations (as reported in *Recordkeeping in DIMIA: A Strategic Review*). The review was well received by the Department and is being used to establish best practice recordkeeping.

The strategic review was then used by the Archives to produce a recordkeeping assessment framework for all agencies to follow when reviewing their recordkeeping systems and practices. The framework will be available in 2006–07.

Records management standards, policies and guidelines

The Archives continued to develop and communicate recordkeeping policies, guidelines and standards as benchmarks for Australian Government agencies. The following recordkeeping publications were issued in 2005–06:

- *Australian Government Email Metadata Standard Version 1.0*. Describes the metadata Australian Government agencies should use when transmitting email to ensure that it is captured, stored and retrievable for business and accountability purposes.
- *Functional Specifications for Electronic Records Management Systems Software and accompanying Guidelines for Implementing the Functional Specifications for Electronic Records Management Systems Software*. Advice for government agencies to use when purchasing, designing, developing or upgrading

records and information management systems.

- *Australian Governments' Interactive Functional Thesaurus (AGIFT)*, 2nd edition, which supersedes the 1999 edition. Describes business functions carried out across federal, state and local government.
- *Australian Government Implementation Manual: AGLS Metadata Version 2.0*, which supersedes Version 1.1 released in 2002. Sets out requirements for implementing the Australian Government Locator Service (AGLS) Metadata Standard.

The Archives publishes its recordkeeping standards, policies and guidelines on its website, www.naa.gov.au. In 2005–06, the recordkeeping pages on the site received an average of 108,666 visits each month. There were 469,621 downloads of individual products over the year – a high level of usage.

In 2005–06, focus groups and an online survey were used to assess whether the website was meeting the needs of government, professional, industry and community users. The results of the evaluation confirmed that users regarded the website as an authoritative and trusted source of recordkeeping information, but that it would benefit from improvements to its structure, navigation and language. Suggested improvements to the website are being developed and will be implemented in 2006–07.

Training

The Archives provided recordkeeping training to staff of Australian Government agencies in all its state and territory offices.

The one-day course *Training for Commonwealth Recordkeepers* was redeveloped. Now titled *Introduction to Recordkeeping in the APS*, it targets Australian Public Service employees new to records management. After pilot sessions in Sydney and Canberra, the new course

commenced in March 2006. By 30 June 2006, seven courses had been held in four Archives offices, with 99 participants from 58 agencies. Evaluation results were positive, and the course will continue on a regular basis throughout the coming year.

Training was offered during the year to help agencies apply the suite of the Archives' advice and guidelines on designing and implementing recordkeeping systems (DIRKS).

The training package *Keep the Knowledge – Make a Record!* enables agencies to deliver tailored training to staff using an electronic package and printed material developed by the Archives. During the year, 20 copies of the electronic package and 5000 printed cards and booklets were distributed.

Following on from its review of recordkeeping in the Department of Immigration and Multicultural Affairs, the Archives also reviewed the Department's recordkeeping training and helped it develop new training material.

Disposal and custody of government records

Section 24 of the *Archives Act 1983* addresses the disposal and custody of records of Commonwealth institutions. To appraise the value of particular records and subsequently to authorise their retention or disposal, the Archives uses a functional analysis-based approach. This involves analysing an agency's functions and activities, establishing how long records documenting each activity need to be kept, and recording these decisions in a records disposal authority (RDA).

In 2005–06 the Archives issued eight records disposal authorities, adding coverage for an additional 52 government functions. Authorities were issued to the Australian Electoral Commission, Australian War Memorial, Australian Communications

and Media Authority, Australian National University, Australian Prudential Regulation Authority, Australian Broadcasting Corporation, Geoscience Australia, and the Department of Finance and Administration.

Storage of the collection

To be stored in appropriate conditions, paper records must be kept in archival-quality folders and boxes located on shelving. The storage premises must have appropriate temperature and humidity controls, and suitable fire and security protection. Specialised low-temperature vaults are used to store films and photographs.

The proportion of records in the national archival collection stored in appropriate conditions increased from 89 per cent in 2004–05 to 90 per cent in 2005–06. The increase was the result of work undertaken during the year to re-house records in archival-quality folders and containers.

All records stored in Melbourne, Adelaide, Perth, Darwin and Brisbane are stored in air-conditioned repositories.

Existing storage in Canberra and some other offices is very near capacity. The Archives has developed a five-year national space utilisation plan to ensure that its vacant space

Table 4 – Archives holdings by office in shelf metres

	2003–04	2004–05	2005–06
Canberra	103 506	103 578	102 858
Sydney	144 011	143 804	144 121
Melbourne	51 006	51 182	51 347
Brisbane	23 600	23 393	22 506
Perth	20 393	20 815	20 398
Adelaide	2 944	2 928	3 076
Hobart	5 811	6 513	6 512
Darwin	4 086	4 135	4 026
Total	355 358	356 348	354 845*

* The decrease is largely the result of the withdrawal of temporary records from the collection.

Table 5 – Format of Archives holdings in shelf metres

	2003–04	2004–05	2005–06
Paper files and documents	304 560	302 243	290 128
Bound volumes	18 005	18 089	18 409
Cartographic records	16 359	19 039	18 974
Audiovisual	13 174	13 988	15 166
Photographic	2 711	2 803	2 858
Audio	249	291	323
Microforms	817	824	845
Electronic records	126	126	128
Other format*	166	166	166

* Other format includes three-dimensional records and textiles.



The Archives' Digital Preservation team with Director-General Ross Gibbs (*centre*) attending the Chief Information Officers' Forum in Canberra in June 2006 where the Xena 3.0 Lite software was launched: (*l to r*) James Doig, Cornelia Platzer, David Pearson, Michael Carden, Justin Waddell, John Baczynski and Karen Piscopo.

is managed to the best effect. Importantly, the Government has given approval for the new National Archives Preservation Centre in the Australian Capital Territory, which will expand and improve the Archives' overall storage.

Preservation of the collection

The National Long-Term Collection Preservation Plan governs the preservation projects undertaken each year. The Plan identifies risks to the collection, and proposes strategies and priorities to minimise them.

Paper preservation activities

During 2005–06 the Archives completed the largest description, repackaging and digitisation project it has ever undertaken. The project resulted in the preservation of 376,000 original World War I service records. The project also resulted in the production of more than 12 million digital images for online access (discussed under Output 1.2 on pages 31–33). This outcome is exceptional in Australia, where few projects have been undertaken to digitise and make available online such a large quantity of fragile historical records.

Paper records receiving preservation priority in 2005–06 included design registrations, immigration files, ships' passenger lists, courts martial files, Parliament House design competition entries, colonial patents registrations, military officers' service records, and World War II works files.

In 2005–06, the Archives undertook groundbreaking research on the behaviour of iron gall ink on parchment. This research is of critical importance to the Archives as this ink is the primary medium used on key constitutional documents displayed in the Archives' Federation Gallery. The research is part of an Australian Research Council-funded project and has attracted considerable international interest.

Digital preservation activities

The Archives' digital preservation project focused on refining software used for the long-term preservation of digital records. Software development work undertaken during 2005–06 included:

- enhancement of the Archives' Digital Preservation Recorder from a proof-of-concept prototype to a robust workflow



The Archives worked closely with ABC Archives to preserve original film footage and create DVDs of *The Aunty Jack Show*.



In the Archives' Sydney film laboratory, preservation staff Rahnee Alvarez and Peter Humble show actor Grahame Bond (who played Aunty Jack) magnetic film of the show.

management application. This software works across networks by recording preservation metadata about processed records; and

- development of Xena (3.0) Lite, an application that showcases features of the Xena framework that can be used to convert digital data into formats suited for long-term preservation.

Refinement of a purpose-built digital archive that houses digital preservation software and hardware infrastructure was completed, and a number of Australian Government digital records were processed for storage in late 2005–06.

The December 2005 seminar, *Information Challenges for the APS*, provided the setting for the Australian launch of the Australasian Digital Recordkeeping Initiative (ADRI) website by the Australian Government Chief Information Officer, Ann Steward. Developed and hosted by the Archives, the ADRI website is a Council of Australasian Archives and Records Authorities' initiative.

The primary objective of ADRI is to pool resources and expertise to ensure that digital

records are preserved for, and accessible in, the future. Each member institution agreed to collaborate on the development, articulation and implementation of a common set of strategies for the making, keeping and using of the digital records of governments.

Audiovisual preservation activities

The Archives continued to assist Film Australia to assess the condition of its audiovisual records held in the Archives' collection. This assessment will ensure that future preservation treatments are prioritised towards records at the greatest risk of deterioration.

In 2005–06 preservation work was undertaken on films created by the renowned documentary film-maker, Ian Dunlop. Made in 1974, the films document the Pintupi people of Yayayi on the border of Western Australia and the Northern Territory. The films were screened to the Pintupi community.

The Archives worked closely with ABC Archives to complete a detailed restoration of the first series of *The Aunty Jack Show*. The restored series was launched by ABC Enterprises in December 2005, and similar

detailed work began on the second series of this popular show.

Preservation work was also undertaken on films selected for inclusion in the australianscreen online project, in which the Archives is a partner. The selection includes records from Cockatoo Island Dockyard, the Postmaster-General's Department and the Decimal Currency Board.

Volunteer repackaging of records

The Archives highly values the work of volunteers from the Heraldry and Genealogy Society of Canberra, who are re-boxing and re-folding a large series of individual courts martial and war crimes case files created between 1901 and 1988. These volunteers processed more than 25,000 items in 2005–06. Names of volunteers are listed at Appendix B.

Table 6 – Output 1.1 quality and quantity measures

Quality	Performance
Level of agency use of the National Archives' recordkeeping products and services.	Recordkeeping products and services provided by the Archives continue to be in high demand, with strong interest in training services. Web statistics demonstrate high usage of the products published on the recordkeeping section of the Archives' corporate website, with 469,621 downloads of individual products in 2005–06.
Quality and appropriateness of the storage of the Archives' collection.	The proportion of records in the national archival collection stored in appropriate conditions increased from 89 per cent in 2004–05 to 90 per cent in 2005–06.
Quantity	Performance
Increase in the total proportion of government functions covered by the Archives' records disposal authorities. Target: 100 per cent coverage by June 2011.	Since the introduction of the functional analysis-based appraisal approach, the Archives has issued disposal authorisations for 41 per cent of all high-level functions performed by the Australian Government, an increase of 7 percentage points since 30 June 2005.
Number of items receiving preservation treatment in the year. Target: 1 million items.	A total of 675,272 items received preservation treatment in 2005–06 because they were identified as damaged, degraded or at risk. This was a shortfall from our performance target. The target was originally determined on the basis that resources could be devoted to very high volume repackaging of paper records. In 2005–06, the combination of preservation priorities and budget pressures meant that limited preservation expertise had to be concentrated on higher priority, but lower volume, tasks, such as preservation of audiovisual material.



Attending the release of the *Vroom* educational website are (l to r): Archives Advisory Council Chairman Paul Santamaria SC, Minister for the Arts and Sport Senator the Hon. Rod Kemp, and Director-General Ross Gibbs with students from Telopea Park School in Canberra, October 2005.

Output 1.2

Develop, manage and promote a visible, known and accessible national collection that engages and informs the community; and foster appreciation of the role of archives in society.

Strategies

To develop and manage its collection, the Archives:

- reviews its holdings;
- undertakes extensive arrangement and description of material in the collection;
- assesses records for public release in accordance with provisions in the *Archives Act 1983*; and
- manages RecordSearch, the collection database, which is accessible through the Archives' website (www.naa.gov.au).

To enhance the accessibility of its collection, the Archives:

- mounts exhibitions and displays, develops websites, conducts events, delivers education activities, and maintains an active publication program;

- maintains reading rooms in Canberra, Darwin and each state capital city; and
- provides a national reference service for off-site researchers.

Members of the public can view records, purchase photocopies or request that digital copies of selected collection material be placed on the Archives' corporate website.

Performance

Measure

A well-described National Archives' collection

Enhanced experience for public users of the Archives' products and services

Indicator

Number of additional archival items described in RecordSearch

Target: 600,000

Level of public awareness and use of Archives' products and services

Highlights

- The Archives updated or added 706,121 entries on the RecordSearch database in 2005–06 to describe items in the collection.
- The Archives' websites continued to be the primary means by which the public accessed and used the Archives' collection and services, with 4,060,445 visits to the corporate website alone. RecordSearch was used 2,254,136 times; research guides were downloaded 85,591 times; and a broad range of services – from ordering copies of records of Australian war service personnel to submitting job applications – were provided online.
- Archives touring exhibitions visited 24 venues throughout Australia and attracted 190,703 visitors in regional and metropolitan areas.
- The Archives responded to 140,294 reference inquiries in 2005–06. The records of World War I and World War II service personnel and post-World War II migrants to Australia continued to be highly used.
- Records accessed online increased by 28 per cent in 2005–06 from 646,296 to 830,343.

Collection review

The Archives reviews its collection to ensure that storage space and staff resources, including preservation and arrangement and description, are being used to best effect. During 2005–06, 4970 metres of records were reviewed, approximately 1 per cent of the 354,845 metres of the collection. In 2005–06, the Archives completed a major analysis of the cost-effectiveness of its continuing review work. This analysis showed that significant opportunity still exists for the cost-effective review of the Archives' holdings but that the work is resource-intensive because of the care needed to avoid inappropriate destruction of records.

Arrangement and description of the collection

All of the collection can be identified through paper documentation and indexes that were prepared when the records were created or transferred to the Archives. To increase accessibility of records for researchers, the Archives has an ongoing program of work to document, describe and index items on the collection database, RecordSearch.

Major descriptive projects in 2005–06 included War Cabinet Secretariat records, documents recording aspects of International Women's Year 1975, and depositions of suspected enemy subjects in the Commonwealth Public Service following World War I. An expanded list of major descriptive work undertaken in 2005–06 can be found at Appendix C. As at 30 June 2006, there were 6,519,119 items described on RecordSearch and 664,811 items described in PhotoSearch (see Table 7).

The Archives develops its collection through the transfer of records from Australian Government agencies, and from key individuals associated with the Commonwealth, including governors-general, prime ministers and ministers.

The Archives accepts records that have been identified as 'retain as national archives', in accordance with a current disposal authority. Table 8 lists the number and quantity of records transferred to the Archives in 2005–06 and the two previous years. A selection of the records transferred in 2005–06 are described in greater detail at Appendix C.

Access examination

The *Archives Act 1983* provides a general right of access to most Commonwealth records over 30 years old. Before records are released for public access, Archives staff assess them to ensure they do not fall within Section 33 of the Archives Act, which requires some categories of records to be exempted,

Table 7 – Cumulative total of record items described

	2003–04	2004–05	2005–06
RecordSearch			
Item descriptions available to the public	5 372 479	6 115 617	6 519 119
Percentage increase since previous year	8%	13%	7%
PhotoSearch			
Total number of item descriptions	611 606	639 786	664 811

Table 8 – Records transferred to the Archives

	2003–04	2004–05	2005–06
Number of transfers	889	903	1 057
Quantity of records transferred in shelf metres	3 828	2 380	2 467

or partially exempted, from public release. Decisions on public access are reported in Table 9.

The Archives Act also provides a right to appeal decisions if the Archives withholds records from public access. The Archives received 27 applications for internal reconsideration. Decisions were modified in 61 per cent of cases, resulting in extra material being released. See Table 10.

Where members of the public apply for access, the Archives Act provides that the Archives should make decisions about the release of records within 90 days. During 2005–06, the Archives examined and notified decisions on 94 per cent of records within the statutory 90-day response time; 80 per cent were completed within 30 days. Longer response times were generally caused by the need to refer records to agencies or to overseas governments for advice, or because the records were not in the Archives' custody.

The Archives also proactively examines records likely to be of high research use. In 2005–06, the range of material examined included the 1976 Cabinet records, the 1956 Cabinet notebooks, and records about the

key events, issues and personalities of 1975, including International Women's Year, the fall of Saigon, the Loans Affair, the dismissal of the Whitlam Government, Sir John Kerr, the Rt Hon. Malcolm Fraser and the deaths of five Australia-based journalists at Balibo, East Timor.

Programs enhancing access to the collection

The Archives undertakes a range of activities to enhance the Australian community's engagement with the collection. These include developing and touring exhibitions, publishing books and websites, holding events and educational activities, visiting regional areas, providing reference services, and promoting the annual release of 30-year-old Cabinet documents.

Exhibitions and displays

The Archives continued to enhance accessibility to the collection through its active exhibitions program. One new exhibition and a number of displays were developed, four existing exhibitions continued touring Australia, two visiting exhibitions were hosted in Canberra, and a major redesign of Gallery 1 in the National Office began.

Table 9 – Archives records examined for release

	2003–04	2004–05	2005–06
Total records examined for release	440 760	245 441	222 287*
Numbers of records sought by the public	36 832	37 218	41 352
Other records examined for public release	403 928	208 223	180 935
Access decisions resulting from examination			
Wholly released	435 143	240 927	217 765*
Partially released	4 160	4 343	4 277
Withheld from public access	345	171	245
Other (eg closed period)	1 112	0	0
Time taken to respond to applications made by the public			
0 – 90 days	37 027 (99%)	35 843 (96%)	22 451 (94%)
More than 90 days	102 (1%)	1 698 (4%)	1 381 (6%)

* A decrease occurred because the record series examined and cleared in 2004–05 and 2005–06 comprised fewer individual records than the series examined and cleared in 2003–04.

Table 10 – Archives internal reconsideration of access decisions

	2003–04	2004–05	2005–06
Internal reconsideration applications received	17	30	27
Internal reconsideration applications processed			
Decision maintained	8	7	1
Decision modified	8	20	22
Request withdrawn	1	25	13
Time taken to respond to internal reconsideration applications			
0 to 14 days	10 (59%)	16 (31%)	5 (14%)
More than 14 days	7 (41%)	36 (69%)	31 (86%)*
Internal reconsideration applications outstanding			
Decision outstanding	58	36	27

* Time increase reflects the more complex nature of assessments.

Summers Past: Golden Days in the Sun 1950–1970 was launched in December 2005 by singer and entertainer Little Pattie. This photographic exhibition, with images from the Archives' Australian News and Information Bureau collection, reminds visitors vividly of the Australian love affair with the sun and the sea. Visitor response to it was extremely positive, with many people contributing their

memories to the visitor book. *Summers Past* was on show in Gallery 2 in the National Office, Canberra until July 2006, before touring nationally. Funds totalling \$86,790 were granted by the Australian Government Visions of Australia program to tour the exhibition to 19 venues over four years. Its first venue will be the Tasmanian Museum and Art Gallery, where it opens in December 2006.



Patricia Amphlett, 'Little Pattie', launched the *Summers Past: Golden Days in the Sun 1950–1970* exhibition in Canberra, December 2005.



Pamela Burrows (nee Jansen), Mary Clift (nee Clifton Smith) and Judy Gibson (nee Worrard) stand in front of a photo of them taken in 1952 on Bondi Beach. Now part of the Archives' collection, the iconic image featured in the *Summers Past* exhibition.

Beacons by the Sea: Stories of Australian Lighthouses continued its tour, visiting five venues in New South Wales and Queensland. *Beacons by the Sea* received 16,270 visitors during 2005–06.

It's a Dog's Life! Animals in the Public Service continued its tour, visiting six venues in New South Wales, Victoria, Western Australia and Tasmania. *It's a Dog's Life!* had 72,160 visitors during 2005–06.

Unexpected Archives: Introduced by Robyn Archer continued its tour of art centres, museums, libraries and theatres throughout Victoria, Tasmania, South Australia and Western Australia. *Unexpected Archives* had 80,528 visitors during 2005–06.

Just Add Water: Schemes and Dreams for a Sunburnt Country commenced its three-year national tour, beginning with interactive components displayed at events in Queensland and Victoria, then touring to venues in South Australia and New South Wales. *Just Add Water* had 20,445 museum visitors during 2005–06.

All exhibition tours were supported by the Visions of Australia grant program and reached a total of 189,403 visitors across Australia. See Appendix D for information on venues, touring dates and visitors to Archives' exhibitions.

The National Office, Canberra hosted two touring exhibitions to raise awareness of the Archives and attract new audiences. The first exhibition, *Courage to Care*, was on display from 13 August to 25 September 2005. The second exhibition, *The Waterhouse Natural History Art Prize*, was on display from 7 October to 20 November 2005. The two exhibitions attracted a total of 9887 visitors.

Gallery 1

Gallery 1 in the National Office, Canberra is being redesigned to showcase iconic items from the collection, as well as provide information about the Archives and its functions. The exhibition will promote the Archives' key role in Australia's cultural and social history. During 2005–06, extensive work was undertaken in the gallery space to the flooring, lighting, audiovisual and air-

Table 11 – Visitation to websites and collection database managed by the Archives

Website	2003–04	2004–05	2005–06
National Archives of Australia	3 767 684	4 771 252	4 060 445
Documenting a Democracy	429 521	437 037	417 264
Archives of Australia	117 955	155 966	323 373
Australia's Prime Ministers	261 454	321 160	463 581
National Archives eShop	148 563	123 106	104 122
Uncommon Lives	38 234	100 366	95 648
Our History*	-	-	32 410
Australasian Digital Recordkeeping Initiative**	-	-	11 481
Whitlam research portal†	-	10 498	18 486
Fraser research portal‡	-	-	3 470
Vrroom§	-	-	7 141
RecordSearch sessions	844 112	2 495 863	2 254 136

* Launched in September 2004

† Launched in November 2004

§ Relaunched in May 2006

** Launched in September 2005

‡ Launched in November 2005

conditioning systems, and disabled access to increase visitor satisfaction and improve navigation through the various galleries and spaces. The redeveloped Gallery 1 will be launched in February 2007.

Find of the Month

Each month, items from the Archives' collection are showcased in the main foyer of the National Office, Canberra and on the Archives' website as 'Find of the Month'. The displays have included such diverse items as the Beatles' incoming passenger cards, alternative national anthems, and a May Gibbs' postcard. Find of the Month has proven popular with the media, and stories featuring it have appeared on a national television morning show and in major national daily newspapers. Appendix D reports statistics on web and media coverage.

Websites

The Archives' corporate website, www.naa.gov.au, continued to be the primary means by which most users of the Archives' collection and services obtained access. It had 4,060,445 visits in 2005–06. Following

a major evaluation in 2004–05, a project began to redevelop and redesign its content and structure. The project will continue in 2006–07, with an aim to launch a new site in early 2007.

Ten other satellite websites were managed by the Archives in 2005–06 (see Table 11). Among these were two newly developed sites (the *Australasian Digital Recordkeeping Initiative* site and the Malcolm Fraser portal) and two redeveloped sites (*Documenting a Democracy* and *Vrroom*).

The *Documenting a Democracy* website (www.foundingdocs.gov.au) was further enhanced during 2005–06 to include documents of significance for the Australian Capital Territory (ACT). The redevelopment project added 13 new documents for the ACT, as well as a number of previously 'unfound' documents uncovered during research in The National Archives of the United Kingdom. The redeveloped website provides online access to digital copies, transcripts and information about Australia's 110 key founding documents for the Commonwealth and each state and territory.

All websites were available over 98 per cent of the time during the reporting period. User statistics for the websites are shown at Table 11. URLs for the websites are listed in Appendix E.

Events

The events program in 2005–06 was designed to highlight the Archives' collection and exhibitions, attract new visitors to the National Office and to retain existing audiences.

Release of Cabinet and other 1975 records

The embargoed release of the 1975 Cabinet papers to the media took place in the National Office, Canberra on 13 December 2005. Forty-six media representatives attended, including journalists from all leading Australian newspapers, television networks and radio stations.

The Archives media kit supplied to those attending provided a full listing of submissions, decisions and supporting Cabinet files and a booklet of copied documents relating to key Cabinet issues for 1975.

To make the 1975 Cabinet and other related records more accessible, the Archives digitised and loaded more than 500 records on the Archives' website, together with key non-Cabinet records and fact sheets. These included the records of Sir John Kerr, the Rt Hon. Malcolm Fraser and Sir Clarence Harders, and records created by the Department of the Treasury, the Attorney-General's Department, and the Department of Prime Minister and Cabinet.

Media coverage on 1 January 2006 was extensive and continued for a number of days, with the Archives acknowledged in all key media presentations. The Archives reviewed its Cabinet release process in early 2006 and is planning opportunities for additional and expanded record releases, such as the RG Neale Lecture.

RG Neale Lecture

In 2006 the Archives, in partnership with the Department of Foreign Affairs and Trade (DFAT), commenced a new lecture series, the RG Neale Lecture, to complement the annual release of Cabinet records. The RG Neale Lecture, to be held annually, will focus on international events from 30 years earlier, as documented in records held by the Archives. It commemorates Professor Robert George Neale AO, who was Editor of Historical Documents in DFAT from 1970 until his appointment as the first Director-General of Australian Archives (now the National Archives of Australia) in 1975.

The inaugural RG Neale Lecture was delivered on 1 May 2006 by historian and author Professor Peter Edwards AM. Professor Edwards spoke about the fall of Saigon in 1975. Among the high-profile audience were diplomatic, government, academic and media representatives and a number of people evacuated from Saigon before its surrender to North Vietnamese forces.

To support the inaugural lecture, the Archives digitised 40 key records relating to the fall of Saigon and made them available on the Archives' website and in the Canberra Reading Room.

Speakers Corner

The Speakers Corner series presented five speakers in 2005–06. The diversity of speakers engaged highlighted aspects of the Archives' collection, exhibitions or initiatives. Professor Ian Lowe AO spoke on climate change to promote the Archives' exhibition *Just Add Water*. Authors of *The Story of Italian Migration*, Julia Church and Laura Mecca, prompted Italian migrants and their families in the audience to research their own records in the Archives' collection.

Celebrating the Dutch in Australia

March 2006 marked the release of the Archives' *Australia & the Netherlands*



Director-General Ross Gibbs welcomed guests to the inaugural RG Neale Lecture in Canberra, May 2006.



Attending the RG Neale Lecture were (*l to r*) Secretary of the Department of Foreign Affairs and Trade, Michael L'Estrange; Mrs Ann Neale; and Professor Peter Edwards (guest speaker).

1606–2006 web portal and the National Archives of the Netherlands database, *From the Netherlands to Australia: Emigrants 1946–1991*. His Excellency Mr Niek van Zutphen, the Netherlands Ambassador to Australia, and Paul Santamaria, Chairman of the National Archives Advisory Council, officially launched these initiatives designed to promote accessibility of public records.

Throughout 2006 the Archives is conducting 'Discovery' workshops in its state and territory reading rooms. These free workshops aim to assist Australians of Dutch descent access records about their families' migration to Australia.

Grandkids Day

Grandkids Day, held on 18 January this year, continues to be the Archives' largest annual event and is a strategic opportunity to introduce children to the Archives and its treasures. Despite inclement weather, over 1000 grandkids and their families attended the fun-filled day.

Regional visits

The Archives conducted tours through regional Australia to promote awareness and

use of the collection. Centres visited in 2005–06 included Coffs Harbour, Tweed Heads and Cowra in New South Wales; Kalgoorlie in Western Australia; Rockhampton and Longreach in Queensland; and Victor Harbor in South Australia. Local and family history groups, students and teachers were among those who benefited from the workshops and presentations.

In addition, demonstrations of the *Bringing Them Home* name index were provided to Indigenous communities in Alice Springs, and the *Making Australia Home* kit was promoted at cultural festivals in Brisbane.

Education

The Archives' educational website *Vrroom* ('virtual reading room') provides teachers and students with access to a selection of archival records organised by topic which address the needs of school curricula. The website was further developed during 2005–06 and officially launched in Canberra by Senator the Hon. Rod Kemp, Minister for the Arts and Sport, in October 2005. The website will continue to develop and expand as new content is produced in accordance with



Author Dr Tom Frame (left) with Federal Treasurer the Hon. Peter Costello, MP and Harold Holt's sons, Nick and Sam Holt at the launch of *The Life and Death of Harold Holt* in Melbourne, August 2005.

curriculum development, research analysis and client input.

Additional promotion resulted in an increase in school groups visiting the Archives, with 35 per cent more student visitors in 2005–06 than the previous reporting period. An emphasis on pre-visit liaison enabled the Archives to deliver programs that better responded to the individual learning needs of students. New education programs focusing on civics and citizenship are being developed to coincide with the opening of Gallery 1 in the new school year.

Publications

The Archives' publication program is a key strategy in promoting the collection and improving access for the Australian community. A list of publications produced in 2005–06 is provided at Appendix E.

Review of the publishing program

In line with recommendations of the Archives' 2004 publishing review (*Review of National Archives of Australia Saleable Publications*), priorities and production processes changed in 2005–06.



Minister for Veterans' Affairs, the Hon Bruce Billson, MP (left) receiving copies of World War II service documents for his grandfather, with Ross Latham (Director, Melbourne Office) and Rob McCarthy and Carole Brickell of Your Employment Solutions, sponsors of an Archives' work for the dole project in Mr Billson's Frankston electorate.

A publications advisory group was established to provide advice on future directions and activities. Online, rather than print publication, became the main method of delivery, and print-on-demand was introduced for short-run titles. Co-publishing ceased after contracts already under way were completed, and production of exhibition-related publications received greater priority.

Changes were made to the format and frequency of *Memento*, with more in-depth articles introduced and two issues published per year.

Guides and books

Chinese–Australian Journeys: Records on Travel, Migration and Settlement, 1860–1975, by Dr Paul Jones, was launched in July 2005 at the biennial conference of the Chinese Studies Association of Australia, held in Bendigo, Victoria. The guide has sold well and was downloaded 6462 times from the Archives' website in 2005–06.

The Life and Death of Harold Holt, the first comprehensive biography of Australia's seventeenth prime minister, was co-published

by the Archives and Allen & Unwin. Author Dr Tom Frame used the Archives extensively in his research and reproduced a number of collection photographs in the publication. In August 2005, Federal Treasurer Peter Costello launched the book in Melbourne. The book was well received, favourably reviewed and has sold well.

A guide to help Indigenous people link up with family was published in June 2006. *Tracking Family: A Guide to Aboriginal Records Relating to the Northern Territory* is to be officially launched in Darwin in August 2006.

In the National Interest: Civilian Internment in Australia during World War II by Dr Klaus Neumann was in production and scheduled for release early in 2006–07. It provides a brief overview of Australia's internment policies during World War II and tells the stories of 10 internees whose records are held in the Archives. The book also lists key record series to help others conduct research.

Usage, reviews and awards

Research guides published in previous years continued to attract strong readership. They were downloaded from the Archives' website 85,591 times in 2005–06, an increase of 277 per cent over the previous reporting period.

Allies, Enemies and Trading Partners: Records on Australia and the Japanese, by Dr Pam Oliver, was reprinted to meet ongoing demand for print copies.

Numerous favourable reviews of Archives' books and guides were published in a variety of historical and academic journals.

In November 2005, two Archives' publications received Mander Jones Awards, presented by the Australian Society of Archivists. *John Curtin: Guide to Archives of Australia's Prime Ministers* was selected as 'Best finding aid to an archival collection', and *Memento* was commended as 'Publication making the greatest contribution to archives'.

Reference service

The Archives assists the Australian community to access its collection by:

- maintaining reading rooms in Canberra, each state capital and Darwin;
- offering a remote reference and mail-order copy service; and
- facilitating online research by providing a comprehensive website that includes access to the collection database, RecordSearch, and digital copies of almost 15 million pages of collection material, including most of the 376,000 World War I service records (a small number are being uploaded in 2006–07).

During 2005–06, the Archives responded to 140,294 reference inquiries, a decrease of 3 per cent. The records of World War I and World War II service personnel and post-World War II migrants to Australia continued to be the records in highest demand. Table 12 provides a breakdown of the public's use of the collection, and Table 13 shows Government agencies' use of the collection.

The Archives also redeveloped its Canberra Reading Room. The Orientation Room for new researchers was co-located in 2005 with the secure Reading Room. This co-location enabled new researchers to move directly from the Orientation Room, where reference staff introduced them to the collection and research strategies, through to the Reading Room to view records. The more prominent position of the new Orientation Room drew more visitors, allowing staff to promote the collection more widely.

In June 2005, a review of the reference service documented and costed current services, compared the Archives' services with those provided by similar institutions, and identified efficiencies and opportunities for new and improved services. It noted that most users of the Archives' reference services accessed them via the Archives' main website or other remote means, and that researcher

visits to reading rooms were declining. This trend continued throughout 2005–06, as demonstrated in Table 12.

Online access to the Archives' collection is now the public's primary means of access. The Digitisation on Demand service received 43,891 requests in 2005–06, and 1,328,934 digital images were created and provided online. The growth in the number of digitised pages available for online research is shown in Table 14.

The Archives is continuing to respond to this major shift in public access and has redirected resources to enhance online access to the collection. Extensive

consultation on possible changes to the reference service was undertaken in 2005–06. Changes will be implemented in 2006–07.

Service Charter

The Archives Service Charter sets out Archives' services available to the public, the standards applying to each, and mechanisms for comments and complaints. It applies to a range of services, including file retrieval, reference services, copying, publications, websites and exhibitions. The Service Charter is available from all of the Archives' offices and the Archives' website. Performance against the Service Charter in 2005–06 is set out in Appendix F.

Table 12 – Use of Archives records by the public

	2003–04	2004–05	2005–06
Reference inquiries			
Remote reference inquiries	109 534	120 237	116 953
Visits to reading rooms	25 332	22 660	22 040
Total reference inquiries	134 866	142 897	138 993
New visitors to reading rooms	5 979	5 620	5 074
Records made available			
For remote users	112 641	125 817	88 822
In reading rooms	55 003	57 892	51 851
Total	167 644	183 709	140 673
Records accessed in digital form on website	-	646 296	830 343

Table 13 – Use of Archives records by Government agencies

	2003–04	2004–05	2005–06
Reference inquiries			
Remote reference inquiries	787	747	730
Visits to reading rooms	1 121	948	571
Total reference inquiries	1 908	1 695	1 301
Records made available			
Issued for use on agency premises	57 925	55 079	38 572
In reading rooms or through the reference service	1 473	980	818
Total	59 398	56 059	39 390

Table 14 – Cumulative total of digitised pages and photographs online

	2003–04	2004–05	2005–06
Total digitised pages on RecordSearch	4 286 035	8 638 107	14 857 744
Total digitised photographs on PhotoSearch	129 499	103 080*	104 180

* The reduction in the number of images available on PhotoSearch is due to a change in the method of reporting introduced in July 2004.

Table 15 – Output 1.2 quality and quantity measures

Quality	Performance
A well-described National Archives collection.	All of the Archives' collection can be identified through paper documentation and indexes that were prepared when the records were created or transferred to the Archives. Details of all record series and the agencies that created them are available on the RecordSearch database, which can be accessed via the Archives website.
Enhanced experience for public users of the Archives' products and services.	In 2005–06 the Canberra Reading Room and Orientation Room were co-located to provide a better service to users. This drew more users to the Reading Room and allowed staff to promote the collection more widely. The launch of the Archives' education website <i>Vrroom</i> has significantly enhanced access to the Archives' collection to students and teachers throughout Australia, and beyond. <i>Vrroom</i> now delivers a valuable resource – once limited to those with access to a reading room in a capital city – to all schools with ICT capabilities.
Quantity	Performance
Number of additional archival items described in RecordSearch. Target: 600,000	During the year, 436,121 items were added to RecordSearch and a further 270,000 item descriptions were enhanced which improved accessibility.
Level of public awareness and use of the Archives' products and services.	The Archives' websites continued to be the primary means by which the public accessed and used the Archives' collection and services, with 4,060,445 visits to the corporate website alone. RecordSearch was used 2,254,136 times and research guides were downloaded 85,591 times in 2005–06.