

RIMS

- ⇒ Mail service
- ⇒ Records Management
- ⇒ Research Library
- ⇒ Corporate Memory of IDRC research support

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PRIMARY GOAL of RIMS

To be the best **STOP** for information about

- all IDRC activities such as projects (past and present) and programmes
- our project results such as final technical reports, evaluation studies, PCRs, articles in IDRC Reports, those published in learned journals, on the Web, via our Focus and trade books etc.
- on activities by partners and the development communities
- on external research for development (past and current)

RIMS does this by being the *purveyor* of international development information, both *INTO* IDRC for its use and *OUT OF* IDRC to share with partners and the research community in whatever format required, using whatever communication methods (available).

To do so well, it is skilled in locating, accessing, organizing and packaging information.

Maintaining expertise in using current technologies, on copyright issues and in identifying information needs is our challenge.

RIMS in fact, is a good example of how an institution can re-engineer its information functions to link disciplines in order to support and improve the research information dissemination mandate of IDRC while taking care at the same time to preserve the corporate memory of IDRC's activities.

CORE ACTIVITIES

1. *Mail Service* (domestic and international)
 - handling ±350 incoming pieces of mail per day
 - processing ±40 faxes per day
 - shipping ±110 packages per day
 - managing ±30 courier actions per day
 - internal mail distribution ±150 per day
 - regional office bulk mail ±800 pieces per week
2. *Records Management*
 - file maintenance (including opening, updating, closing)
 - file disposal (according to established schedules - for retention and distribution)
 - conservation of Essential/Historical documents
 - records database management (Records Information Management System - RIMS - Software) to access and track files
 - electronic documents /records management system development (to capture all IDRC electronic information)

3. *Research Library*

- Collection management (the best, filtered research information) and building the “digital library”
- Reference (questions / answers) and document delivery
- MINISIS Library application - maintenance of software and use of our BIBLIO and IDRIS databases
- Purchasing of information materials (including books, journals, cds, videos, electronic subscriptions) for Library and staff
- Provision of a general public space and information service for visiting researchers / students / public
- Advice and training of users on information (Internet/Intranet) sources.

4. *Corporate Research Memory*

- capturing and organizing for retrieval the 11,500+ project final reports and related documents.
- microfiching key reports for preservation and dissemination
- selected plus digitization for web access (350+ documents so far)
- produce the IMAGES photo-library (IDRC project photos) in digital format for web-sharing
- keep all original Project Summaries and the related (institutional) legal documents.

SOME SELECTED CHALLENGES FOR THE COMING YEAR(S):

Increasing expectations from our users / clients

- track and select technologies and formats for preserving and retrieving easily our corporate research results.
- keep on top of IDRC research area changes and staff needs
- ability to access and use diffused and global information sources (informal and formal)
- expertise in navigating parallel and overlapping print and electronic sources

Costs of information research

Information is an asset and quality information has become an expensive commodity. Increased volume of information/products available also impact on rather linear budgets.

Enabling better internal information sharing

- by digitizing selections from our 30-year corporate memory for easier access by all
- by building electronic library services delivered to your desktop
- introduction of electronic records management and sharing facility for all
- provision of expertise on personal information management

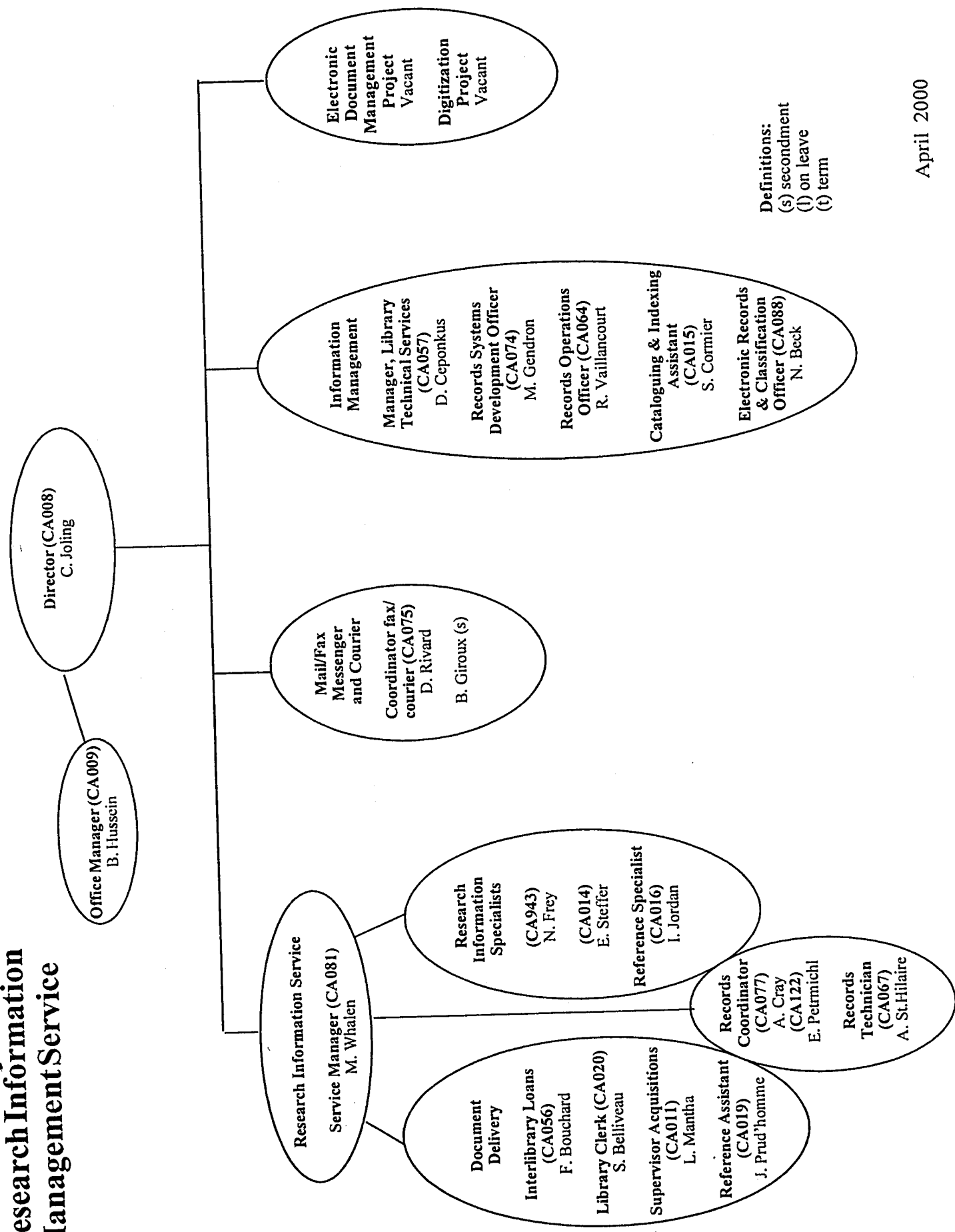
Web management is dynamic

- shifty in trends and above all time-sensitive (nothing kills site visits as stale content and dead links).
- Our corporate Intranet is now in full development mode and is enriching slowly; archiving has become an issue with site maintenance demanding as well as needing to be more interactive.
- Our public Internet presence (65,000 + visitors per month) is growing. Archiving here again is a preoccupation, with indexing (aka metadata tagging in computerese) is urgently needed (and federal standards coming down this summer).

Better and cheaper products

- electronic photocopy service
- integrating IDRC'S project information databases - IDRIS, GPM, PCR, RIMS (the records software) BIBLIO, etc. - is a (systems) priority to facilitate access and share our "knowledge store".
- electronic subscriptions (to journals and information sources) available on the desktop

Research Information Management Service



Definitions:
 (s) secondment
 (l) on leave
 (t) term