

Towards the Digital Institution

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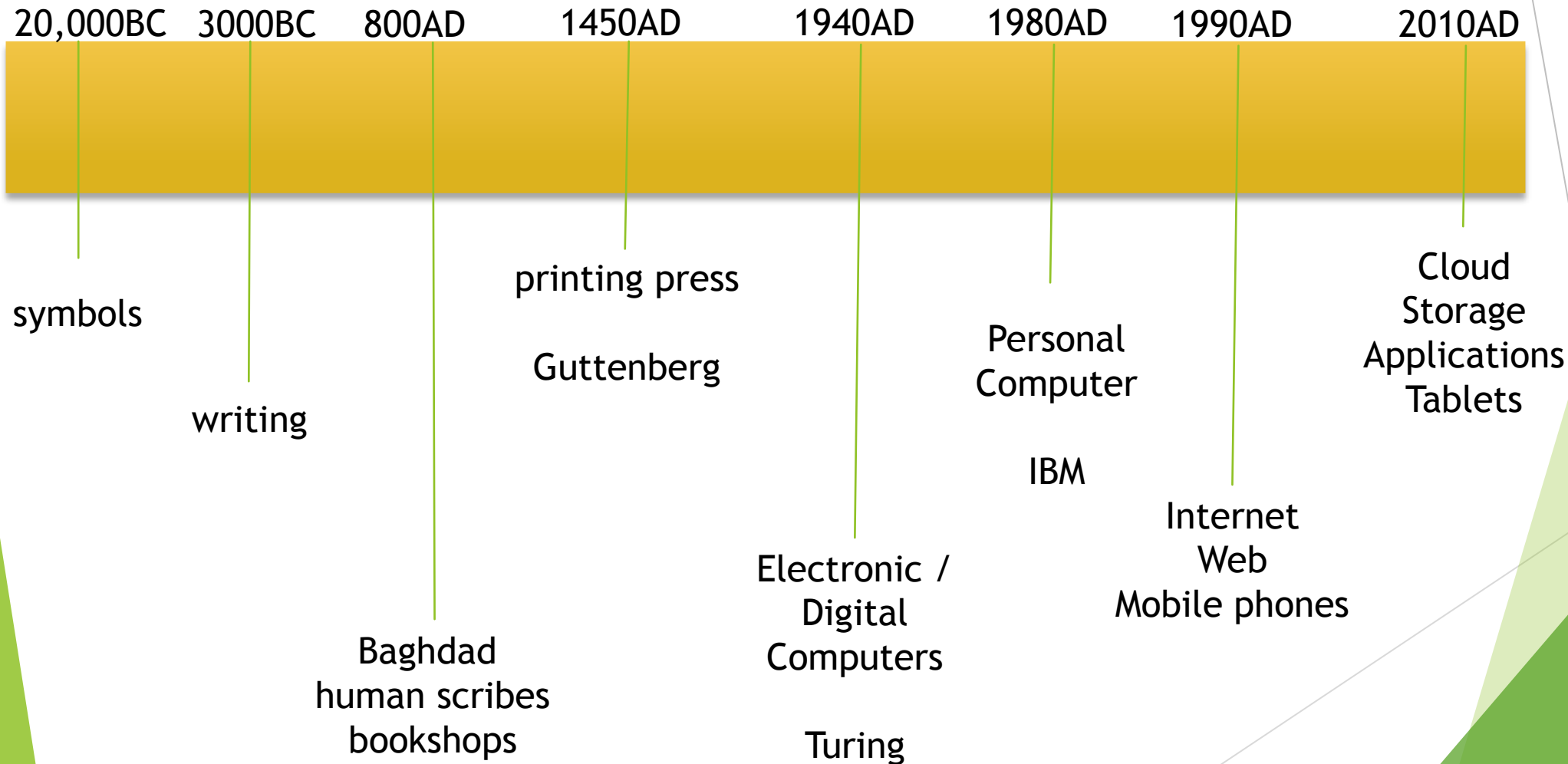
University of the Witwatersrand

Initial Summary

- ▶ Digitisation is about **the ENTIRE PROCESS OF TRANSITION** from physical to digital institutions
 - ▶ It is not only about capturing and storing of reproductions
- ▶ This is a **fundamental responsibility of our generation** and to pass this onto future custodians
- ▶ This requires a 20-500 year envisioning horizon
- ▶ This transition impacts on user experience, collection management, and governance structures
- ▶ The critical skills to ensure success are multi-faceted
- ▶ I present the context of this transition, and highlight some key examples and actions we are making to ensure success
- ▶ This includes a mention of some of our products and services



Positioning ourselves into the history of recorded information



Predictions/scenarios of the future of recorded information (RL 2009/10)

2012-2015

2030-2060

2200-2500

Information Society gains momentum

The birth of the “digital institution”

- All new records born-digital
- **Internet of Things** as largest producer of data
- Information Society universal
- All pre-existing physical records digitised
- Time-capsule storage systems
- XML is still the most important base language

- **Intelligent agents** gather and preserve information
- Repositories protected against every possible form of human or natural disaster.
- The inherent capability to reboot humanity’s knowledge at any time in the future and from anywhere.
- Holographic/quantum storage systems

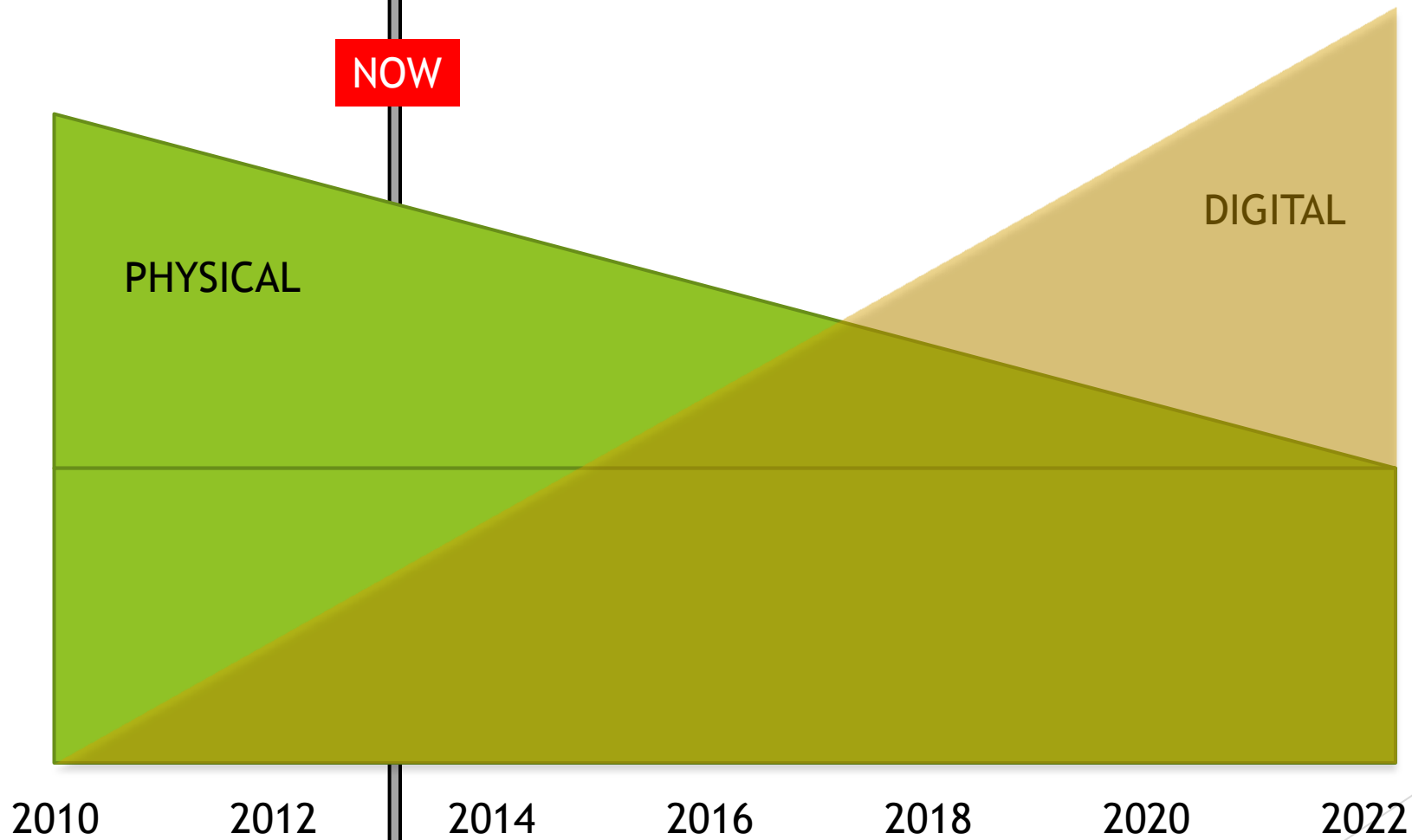
Layton, R. (2009) Framing the Discourse on Digitisation Policy: A proposed analytical framework. SASA Conference, UNISA.



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Transition from Physical to Digital

A sample 10-year vision



Q: What is the nature of the Digital Institution?



The Nature of this Transition

▶ TIMING

- ▶ Did not occur in previous generations - will not occur in future generations
- ▶ IT IS OUR GENERATION'S RESPONSIBILITY TO GET THIS RIGHT
- ▶ Should be completed within 20 years

▶ CREATING THE DIGITAL INSTITUTION

- ▶ Every physical institution will have a digital counterpart which encompasses the entire institutional operation
- ▶ Required a total re-engineering of the institution - not only capturing of digital images and the creation of repositories

▶ WHAT TO BE DONE

- ▶ Capacity development: transformation of the skills base, capacity development
- ▶ Digitisation must become a CORE skill of the memory institutions - should not be outsourced except for specialist work

▶ WHAT IS THE SCOPE?...



Scope of Digital Heritage

Tangible

OBJECTS
Museums

SITES
Archaeological
Geological
Palaeontological
Built Environment
Marine

Intangible

Oral History

Indigenous Knowledge

Living Heritage

Documentary

Libraries & Archives

Oral History

Indigenous Knowledge

Born-Digital

Administrative Records

Knowledge

Scientific

Engineering

Health

Data Sets

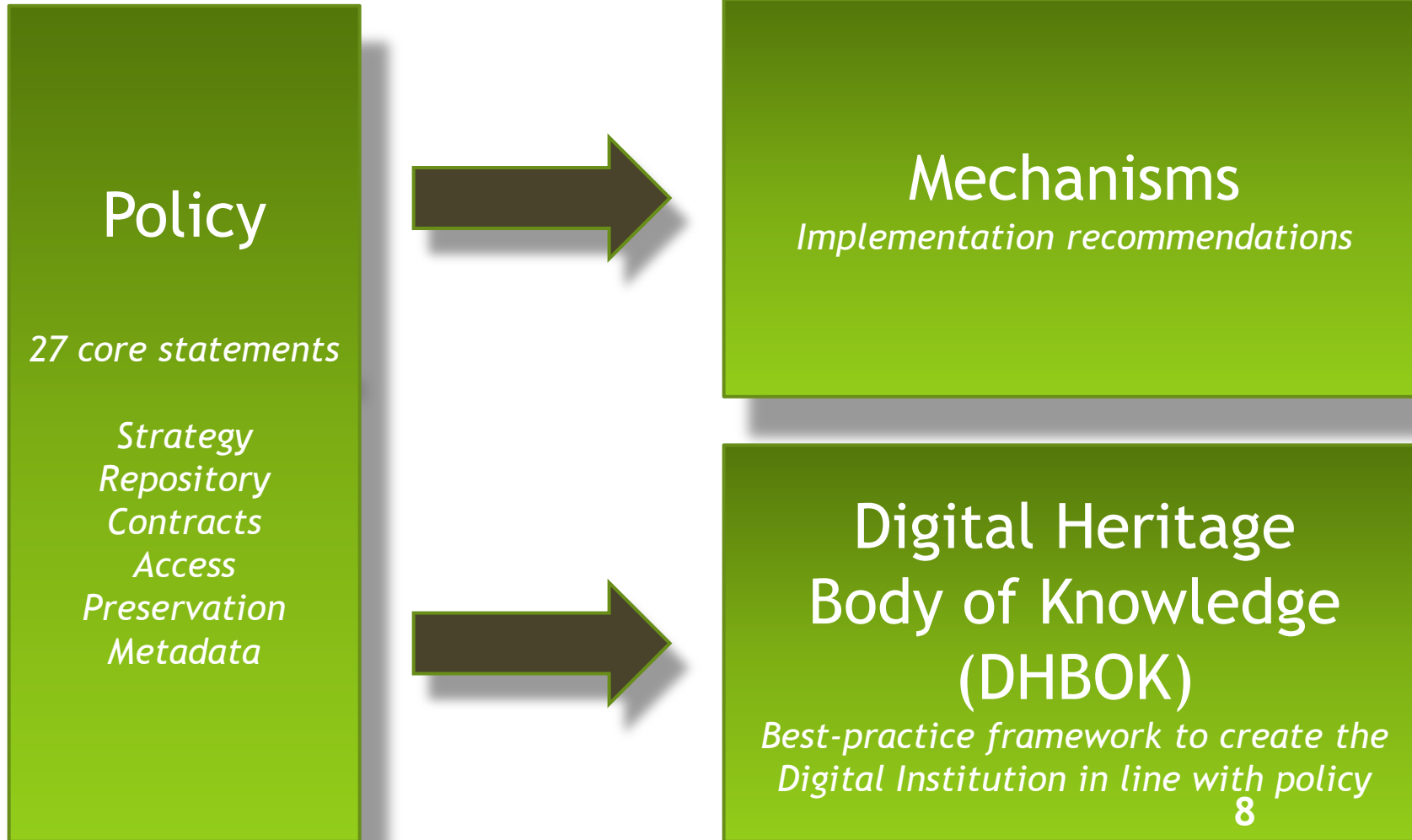
Research

WITHIN THE DIGITAL WORLD, ALL HERITAGE OBJECTS START TO LOOK THE SAME



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Draft National Policy on Digitisation : 2011

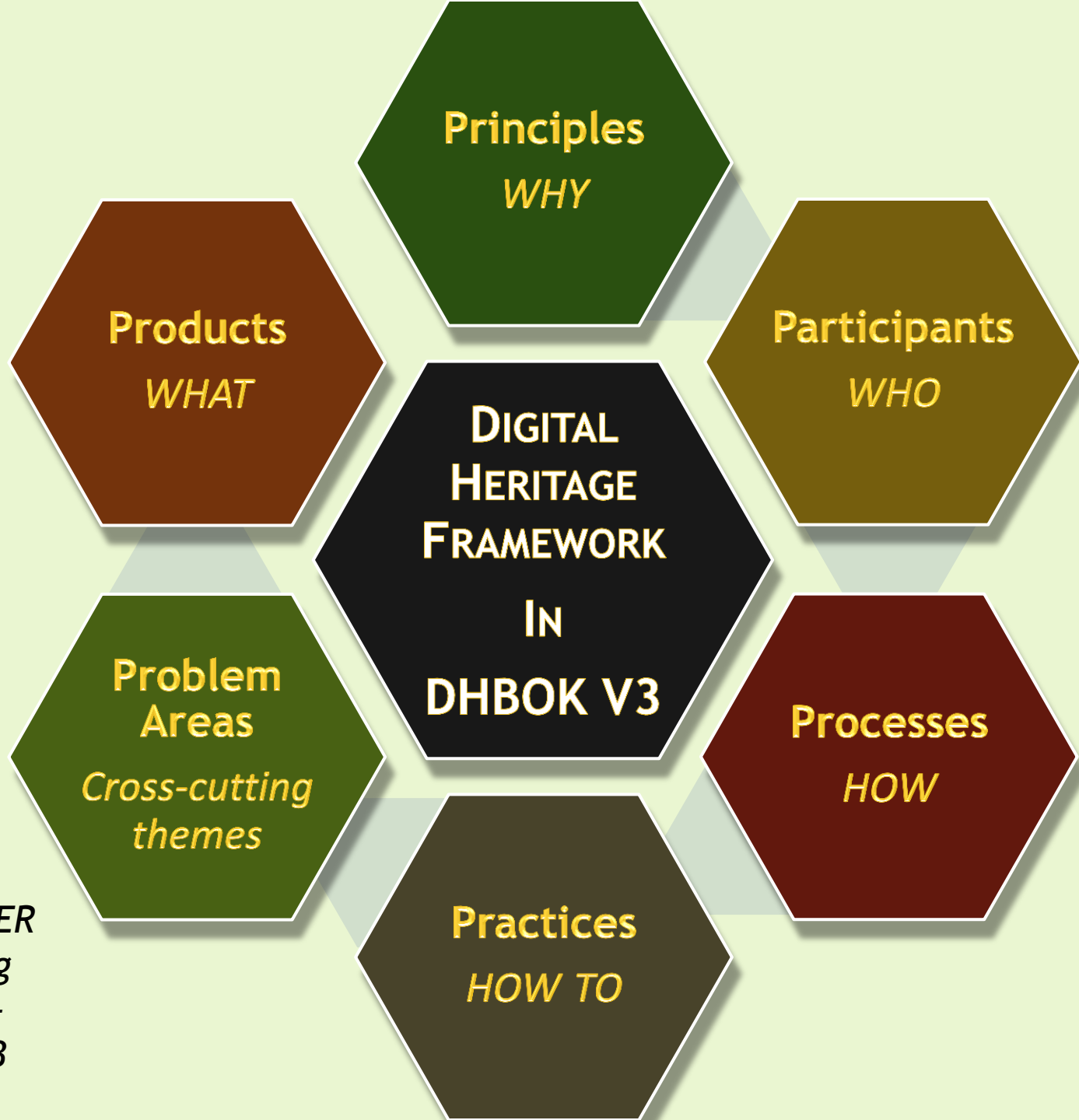


Elements of the Digital Heritage Framework

in the Digital Heritage Body of Knowledge:

DHBOK V3

Created by The ETHER Initiative and being prepared for peer-review during 2013



Participants, Processes, Products

<i>participants</i>	<i>processes</i>	<i>products / practices</i>
Custodian	Scoping	Audit , Status Quo, Digital vision, Gap analysis
	Strategising	Digitisation strategy : Programmes/Projects/Plans
	Planning	Project plans : Deliverables, Resources, Schedules
Producer	Preparing	Project start : facilities, resources, in-process
	Capturing	Digital objects : reproductions, administrative records, born digital
	Describing	Metadata : context, creation, preservation, ...
Repository	Loading	Digital masters , digital provenance, Identification/naming
	Storing	Digital repositories : long-term preservation, reformatting
Consumer	Accessing	Search requests / results / user interfaces
	Using	User content, fair use, licensing, repackaged products

This model created by Roger Layton as the basis for the analytical framework for the National Policy on Digitisation and was later incorporated into the DHBOK



The three areas for transitioning to the Digital Institution

scholars
visitors
tourists

3 : Users and their Experience

web site
mobile/tablet/glasses access
mobile visit support systems

friends
community

staff

physical exhibitions
virtual exhibition

2 : Collection Management

SPECTRUM procedures
ICA standard
inventorising, documenting
databases

senior management

board

digitising /
repositories

1 : Governance

Constitution
Forward plan
Policies
Digitisation strategy

owners

Three areas adapted from the UK Museum Accreditation Scheme, Arts Council, 2011



1 : Transitioning of Governance

- ▶ Review and revision of all governance structures and document to meet the needs of the future digital institution
- ▶ Statement of Purpose: why museum exists and who is it for?
 - ▶ User base can expand by factor of 10, 100, 1000 as a digital institution
- ▶ Constitution : including composition of board
 - ▶ Should include a 15-year-old to advise on the view of the youth - perhaps a top local Grade 10/11 history student
 - ▶ Clarify the purposes / objects in the light of the digital age
- ▶ Management Arrangements:
 - ▶ Managers/staff must be fully conversant with all modern digital technologies - if not then train them or replace them
 - ▶ Must have a comprehensive *DIGITISATION STRATEGY*
 - ▶ Premises for holdings must include where digital holdings are stored (cloud, servers, ...)since these represent the primary items being protected by the institution



1 : Transitioning of Governance: Case Study

- ▶ WINTERTON MUSEUM, KWAZULU-NATAL
 - ▶ Collections include local history, battlefields, Africana collections, San rock art
 - ▶ Board: Part-time local member of the historical society, mostly older (> 50)
 - ▶ Web Site : none
 - ▶ Digitisation projects : none
- ▶ INITIAL INTERVENTIONS
 - ▶ ETHER is offering a complete end-to-end support
 - ▶ 1 : To help to develop a representative board who have the right balance of viewpoints and the right mix of skills
 - ▶ 2 : Building up web site and a mobile web site (to be accessible by tourists and rural communities) (NOT Governance - this is change in User Experience)
 - ▶ 3 : Creating a digitisation strategy using our standard approach and template
 - ▶ 4 : Building up a complete electronic inventory using ETHER Base



2 : Transitioning of Collections Management

- ▶ Collection Development Policy : acquisitions and disposals
 - ▶ To include **born-digital collections**, and **digital provenance records**
- ▶ Collection Information Policy / Plan
 - ▶ Creating database inventories using standardised elements and structures
 - ▶ Plan for documentation backlogs
 - ▶ Using SPECTRUM and related standard for implementation of procedures
- ▶ Collection Care Policy / Plan
 - ▶ To include digital care / preservation / reformatting
- ▶ Digitisation of the Collections
 - ▶ Programmes and projects to build up the digital collections
 - ▶ Address the full set of the Ten Process of Digitisation / Framework



2 : Transitioning of Collections Management Case Studies

- ▶ INANDA SEMINARY, KWAZULU-NATAL
 - ▶ 50 years of archival history of the school
 - ▶ Another 100 years held by another custodian
 - ▶ Building up complete inventories as prelude to digitisation
 - ▶ Using our ETHER Base collection management system / digital repository
 - ▶ Creating Digitisation Strategy - implementation of Ten Processes model
- ▶ KHULUMANI SUPPORT GROUP, JOHANNESBURG / EASTERN CAPE
 - ▶ 50,000 members with many having recorded oral histories
 - ▶ Creating a “shared history” using digitisation - high-level of connectivity between the records (*presented at NHC Conference on Liberation Archives, October 2012, East London*).
 - ▶ Using the digital records to create structures which are not possible using physical archives alone

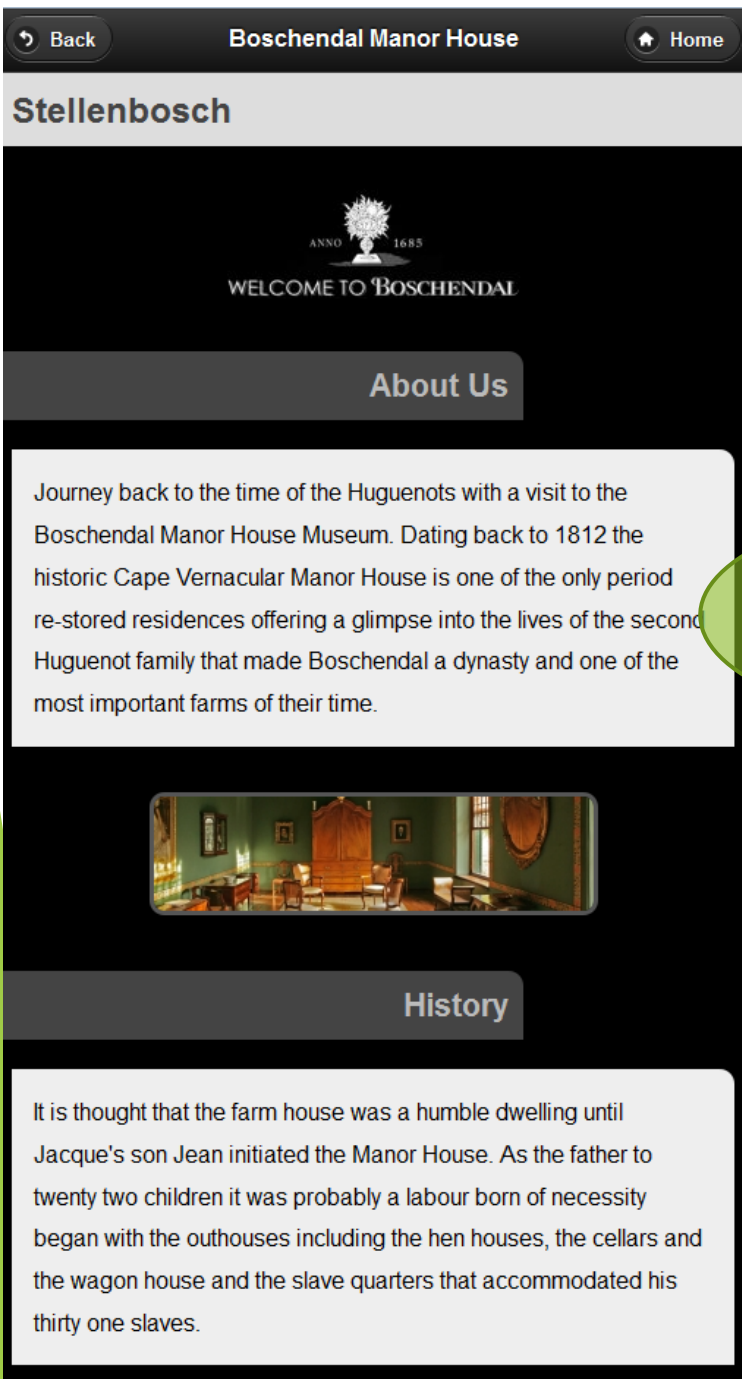


3 : Transitioning of the User Experience

- ▶ KNOW YOUR USERS
 - ▶ Current : mostly physical access
 - ▶ Future : what new users can be gained if there is good digital access
- ▶ CREATING THE DIGITAL DOOR TO THE INSTITUTION
 - ▶ Digital access before, during and after physical visits
 - ▶ Also digital only visits
 - ▶ Support for mobile users and tablet computers
 - ▶ A welcoming, accessible digital environment to complement a welcoming, accessible physical environment
- ▶ Digital communication with users using modern tools
- ▶ Digital access to stimulate and support learning, research and discovery



3 : Case Study : Mobile Web Pages



Link to Phone
One click call

During its restoration in 1973 painted friezes were discovered on the walls and recent scrapings have exposed details of even more layers. These paintings might have been the work of itinerant artists or resident slaves two hundred years ago.

The Manor House was a declared a national monument and opened to the public in 1976. The presence of preceding generations is palpable in this fascinating home.

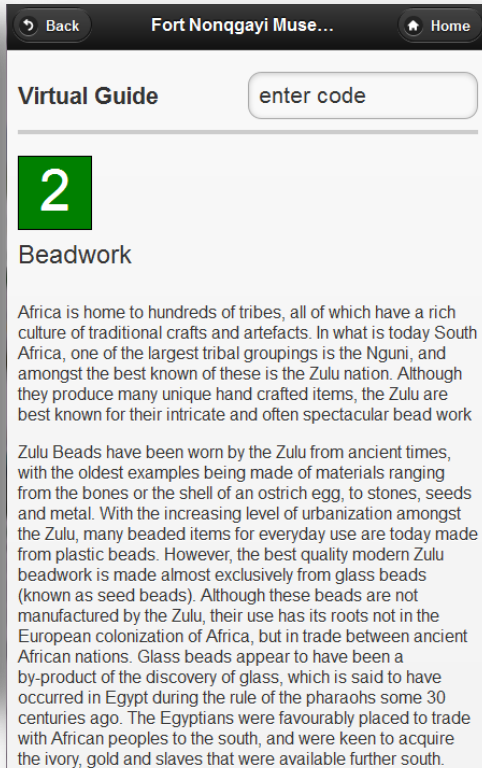
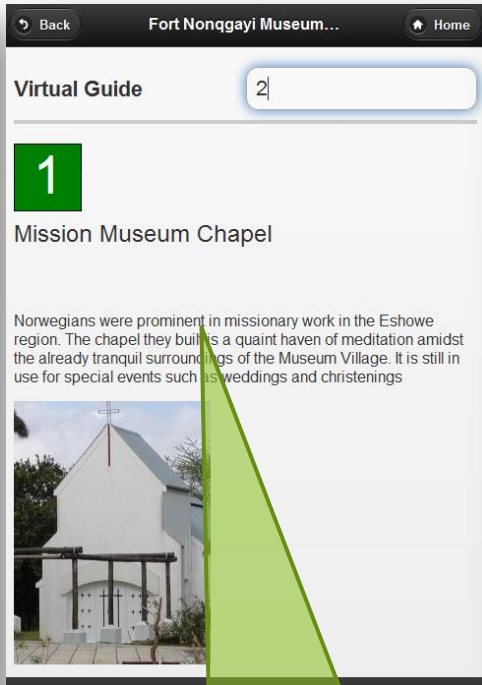
Contact Details

Website: www.boschendalwines.co.za
Open: 09:30-17:00 daily
Cost: R15 per person (self guided tour)
 Guided tours available on request: R20.00pp for guided tours
Tel: [021.870.4279](tel:021.870.4279)



3 : Case Study/2: ETHER Virtual Guide Complement the Physical Visit

Alternative to Audio Guide/
Guide/
Can use QR Codes



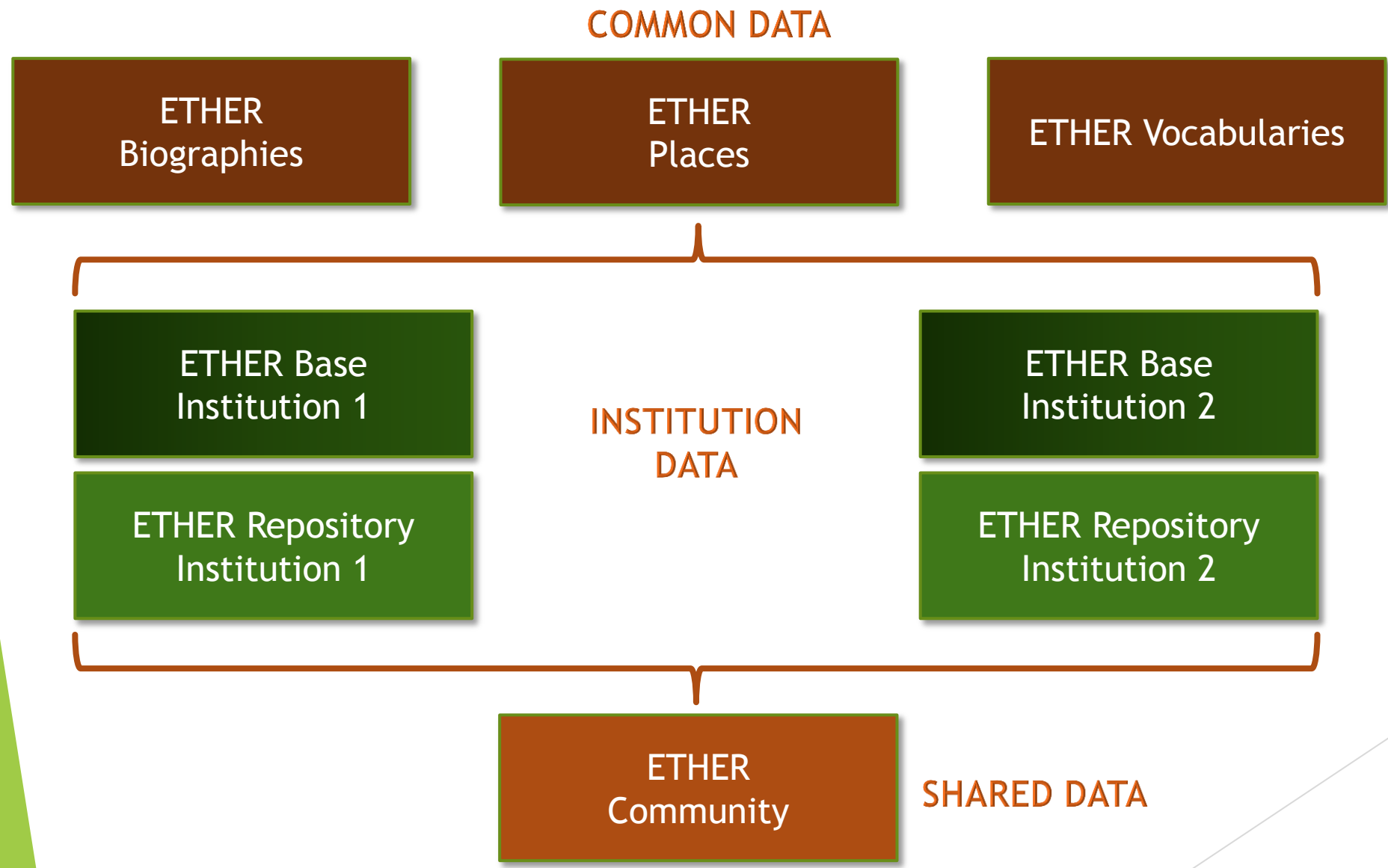
Access to unlimited depth and breadth of content

Remember information for access AFTER the visit



Our Integrated Approach to Digital Data

To support the transition to the Digital Institution



4 : Creating a Digital Community Case Study

- ▶ The ETHER Community Model : To support sharing of information between institutions
 - ▶ National Registry of Collections
 - ▶ Register of Disposals : to provide access by other interested museums
 - ▶ Inter-Collection Loans
 - ▶ Registry of Stolen / Lost Items
 - ▶ Request for Identification / Documentation / Help
 - ▶ Creating Special Interest Groups
 - ▶ Under development at present (due mid-2013)



Final Summary

- ▶ Three key elements required within the transition to the Digital Institution
 - ▶ Governance
 - ▶ Collection Management
 - ▶ User Experience
- ▶ Consideration for the full scope of the Digital Heritage Body of Knowledge within the institution
 - ▶ Principles / Participates / Processes / Practices / Products / Problem Areas
- ▶ Data management and user interface elements
 - ▶ Essential to have digital inventories and documentation systems prior to implementing the digitisation processes
- ▶ Improved user experiences
 - ▶ Will make the institution more relevant to an increasing number of users

