



Heritage Management

THE STORY OF...

Cleveland and Northeast Ohio

The Heritage Management Program at the WRHS partners with businesses, philanthropies, and nonprofits that are making history every day. We collaborate to capture innovation, inspire pride, and forge a sense of community that creates economic and social value for each organization. The collections we steward provide documentation of how Cleveland's entrepreneurs and philanthropic organizations have been instrumental in the region's growth and development.

PROGRAM FAST FACTS

- Manage donation of records to WRHS
- Establish heritage management programs
- Organize, arrange, rehouse collections
- Digitize materials
- Inform employee engagement
- Collaborate on anniversaries, exhibitions, and publications
- Conduct research
- Conduct oral histories
- Assess storage facilities and environments for archival needs

Digitized and Born Digital Materials in the Archives

CONSIDERATIONS FOR DIGITAL RECORDS

- Transfer
- Storage
- Platforms, Programs,
Operating Systems
- Security and Access
- Digitization
- Long-Term Preservation

DIGITAL TRANSFERS AND DONATIONS

BENEFITS

- Remote donation options
- Minimal physical storage supplies needed
- Inventory options
- Decreased concern of environmental risks

CHALLENGES

- Technological skills and technology access
- Size of transfers
- Removing/vetting materials
- Security risks

DIGITAL TRANSFERS AND DONATIONS

POSSIBLE FIXES

- Potential donor surveys to assess content as well as digital environment and donor capabilities
- Create guidelines for donors on digital donations
- SFTP transfers for digital donations
- Purchasing technology and hardware needed to access certain digital storage devices
- Ensuring antivirus and malware protection

STORAGE

BENEFITS

- Decreased physical storage space and shelving needs
- Decreased physical archival supplies needs (Boxes, folders, labels, etc.)

CHALLENGES

- Amount of material created and transferred
- Processed vs. unprocessed material storage
- New environmental concerns

STORAGE

POSSIBLE FIXES

- Ensure donors don't "dump" all files during a donation (donor survey)
- Secure digital storage spaces for master files and access copies
- Redundant space for back-ups and access files
- Cloud storage solutions and options

MULTIPLE PLATFORMS AND PROGRAMS

BENEFITS

- Variety of file types
- Dynamic records
- Donor diversity
- Fewer barriers to creation and access

CHALLENGES

- Variety of file types
- Proprietary or homegrown systems
- Compatibility
- No standardization

MULTIPLE PLATFORMS AND PROPRIETARY SYSTEMS

POSSIBLE FIXES

- Educate donors on preferred file formats, file naming requirements, and retention guidelines
- Use a donor survey to determine the number of platforms in use by the donor and file types
- Ensure metadata is sent along with files
- Ask that files be sent in non-proprietary formats
- Acquire software and learn skills to update formats from obsolete systems

SECURITY AND ACCESS

BENEFITS

- Remote access
- Decreased physical security needs
- Diversify patron base
- Increased use

CHALLENGES

- Remote access
- Restricted files
- Collection control
- Viruses, Malware, Hackers
- Access to trained staff

SECURITY AND ACCESS

POSSIBLE FIXES

- Ask donors not to send encrypted/locked/secured files
- Ensure up-to-date antivirus and malware protection
- Modify processing procedures for digital donations
- Addresses copyright and intellectual property rights
- Update reading room and access policies for digital access
- Provide live chat reference services for virtual users

DIGITIZATION

BENEFITS

- Decrease handling of certain physical records
- Increased access to physical materials
- Increased use of archives
- New ways to utilize and promote archives

CHALLENGES

- Time needed to digitize
- Equipment and training for digitization of diverse material types
- Costs of equipment, training, and staff

DIGITIZATION

Possible Fixes

- Collaborate with other organizations on equipment and projects
- Apply and or create metadata schemas and standardized procedures for digitization
- Invest in training and staff development
- Create a triage system for determining what collections have priority for digitization

LONG-TERM PRESERVATION

- File degradation
- Obsolete file formats
- Obsolete software or platforms
- Proprietary files
- Transfer issues
- Viruses/Malware
- Corrupt Files
- Not a one time fix option (cyclical)

LONG TERM PRESERVATION

POSSIBLE FIXES

- Scan for viruses and malware
- Virtual stations for quarantine and review
- Checksums
- File format review and reformatting
- Standalone servers for master files
- Dedicated staff or systems for monitoring records

CONTACT

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