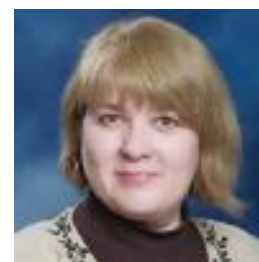


Working with the Public in the Digital Era

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Summary

This presentation provides an overview of the Open Government principles of transparency, collaboration, and participation at the U. S. National Archives. Over the past six years, the Archives has dramatically increased its digital outreach to the public through the National Archives Catalog, the Citizen Archivist Dashboard and through a variety of social media platforms, including Wikipedia. We have moved from simply providing access to the records, to encouraging the public to work with us on improving access to our records through transcription, tagging and even sharing digital copies of our records.

We have also made progress in creating new ways for our staff to work together more collaboratively. We have launched an Internal Communications Network (ICN), which is a social business platform that allows staff from anywhere in our Agency and from across the country to get to know each other, to share questions and answers, as well as to track projects and edit documents. This has made the work of the agency more transparent to the staff and has lowered the barriers to participation across the agency as well.

The archivist who is focused on the Open Government principles of transparency, collaboration and participation will find that new skills are needed to remain relevant in this fast-changing technical era. On top of the archival principles she has already been taught, an archivist will need to have technical, project management, and community management skills. Understanding current social platforms and the community norms on those platforms is essential.

Digitization of our records and developing an Innovation Hub for sparking creativity across the agency are examples of the principles of Open Government permeating our efforts. Innovation at the National Archives is grounded in our mission to preserve and provide access to our records. The Open Government principles guide all of our innovation efforts.

Biography

Ms. Pamela Wright is the Chief Innovation Officer for the U.S. National Archives. As such, she is responsible for igniting innovation projects across the Agency as well as formulating and implementing NARA's strategic direction for providing online public access to NARA holdings. She directs an office of 60 staff, with divisions for digitization, digital engagement, project management, the Innovation Hub, and lifecycle authorities and standards. She leads the Agency's social media, online catalog, lifecycle policy, digitization, and web services programs. She is the Agency's representative to the White House Open Government Working Group. She leads numerous cross-office working groups at the National Archives, including the Innovation Council, the Digitization Governance Board, the Social Media Working Group, the Open Government Working Group, and the Online Public Access Integrated Project Team, which have been responsible for launching ground-breaking digital projects across the agency. She holds degrees in English and history from the University of Montana, and was a staff historian for a private consulting firm before joining the National Archives. Follow her on Twitter @PamelaSW.