

Service Level(s) – Physical Carrier Extractions

How much effort is enough?

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DPC North Americas Members Forum

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DISCOVER. UNDERSTAND. CONNECT.



Library and Archives
Canada

Bibliothèque et Archives
Canada

Canada

Agenda

1. Intro to Library & Archives Canada (LAC)
2. What is the challenge we're trying to solve?
3. What work are we doing to solve it?
4. Can you help us? 😊
 - Are you dealing with this same challenge? If so, what are you doing?
 - Thoughts on what we are doing?
 - Resource recommendations?



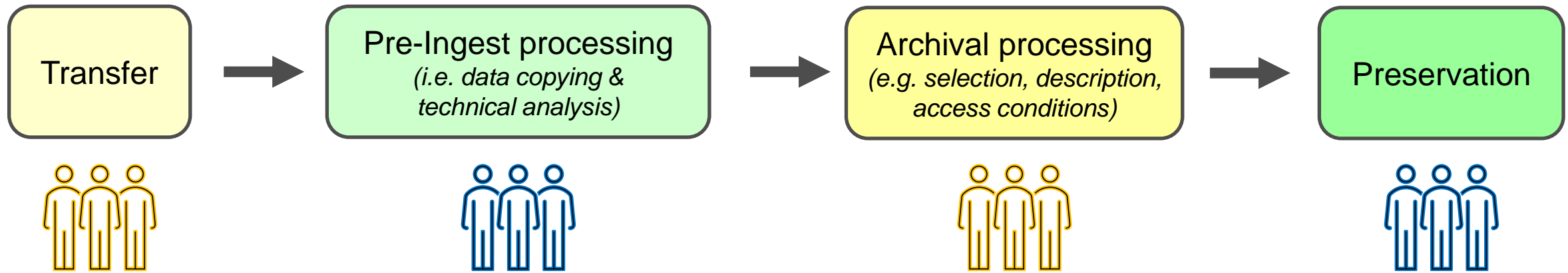
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Library and Archives Canada

LAC is both a national library and a national archives

- Broad mandate: To acquire, preserve and make accessible the documentary heritage of Canada
 - Acquires publications, websites and archival records from private donors and Government of Canada institutions
- Digital Integration (my team) works with digital records prior to their formal preservation
 - Acquired by archivists in separate business area of LAC
 - Transfer may include a variety of physical carriers and in a variety of file formats
 - USB keys, hard drives, 3.5 or 5.25 floppies, zip disks etc..

What happens to digital records that are transferred to LAC?



At issue – Approach to copying from physical carriers

Define our copying approach for physical carriers:

- Specifically, how much effort should we put in to extracting/copying the data from the carriers?



Current approach to copying from physical carriers

What have we been doing so far?

- Best effort - based on available hardware, software, SME and FTE
 - If we have the hardware – try at least one
 - If we run into issues – do multiple attempts. May change:
 - Copying software
 - » Safecopy, Crosscopy, Teracopy, Mac Checksum Folder, File Explorer + MD5 summer
 - Hardware
 - » Networked Windows 10 or Mac Monterey; Offline Windows 7 or XP, Mac Mojave
 - » External optical or 3.5” disk drive, internal optical disk or 3.5” floppy drive,
 - A combination of above

Current approach to copying from physical carriers

- Who decides how much we troubleshoot?
 - Team members in my section (judgement call)
 - Dependent on SME, experience, availability
 - Context of the carrier
 - May be requested by the acquiring archivist
- Results in unequal effort when copying
 - Unequal effort isn't necessarily bad!
 - Can we define when extra effort is needed (i.e. when to expend additional effort vs when the baseline / standard is sufficient)

Goal

Standardize copying approach:

1. Establish baseline standard effort (i.e. service level)
 - Ensure consistency across team and transfers
 - Result in transparency re: treatment of carriers
 - More sustainable & trusted approach
2. Establish framework for additional effort (when baseline standard isn't successful)
 - Guide decision-making on when expending additional effort is reasonable & desirable
 - Require input from both acquiring archival areas as well as staff working in digital preservation

What does this look like?

- Draft tables of copying attempts for unclassified material
 - By carrier type
 - USB keys and external hard-drives
 - Optical disks
 - 3.5” floppies
 - Secure Digital (SD), Compact Flash (CF) cards
 - Info on hardware & software combinations to try & responsible business area
 - What could be standard effort
 - What might be additional effort
- Thinking through what might make sense



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Type of carrier	USB keys and external <u>hard-drives</u>
Standard effort	
Number of attempts	3
Attempt 1	<u>Responsible section:</u> Digital Integration <u>Equipment:</u> Standard LAC network workstation (Windows 10 or Mac Monterey OS) <u>Software:</u> SafeCopy
Attempt 2	<u>Responsible section:</u> Digital Integration <u>Equipment:</u> Standard LAC network workstation (Windows 10 or Mac Monterey OS) <u>Software:</u> Teracopy
Attempt 3	<u>Responsible section:</u> Digital Integration <u>Equipment:</u> Standard LAC network workstation (Windows 10 or Mac Monterey OS) <u>Software:</u> File explorer & MD5summer

Example: Draft Service Level for USB Keys and Hard Drives



Additional effort with DCO management approval

- Additional effort criteria (TBD):**
- % of transfer that uncopied data may represent of transfer?
 - Available metadata / info?
 - Type / age of carrier?
 - Originating OS?
 - Potential archival value?

Attempt 4	<u>Responsible section:</u> Digital Integration <u>Equipment:</u> Offline laptop with administrative rights (Windows 10 or Mac Monterey OS) <u>Software:</u> SafeCopy Nomad or File explorer & MD5summer
Attempt 5	<u>Responsible section:</u> Digital Integration <u>Equipment:</u> Offline workstation with administrative rights (Windows XP) <u>Software:</u> File explorer & MD5summer
Attempt 6	<u>Responsible section:</u> Digital Preservation <u>Equipment:</u> TBD <u>Software:</u> TBD

Discussion prompts

- Do you have a standard / baseline approach for copying?
- Does you have documented standard steps they take for copying specific carrier types?
- How do you determine when it makes sense to put in extra effort? Reactive decision? Criteria?



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