Capturing archival email of campus leaders at the University of Michigan

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Library of Congress
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UM Email in 2008: A Culture of Choice

- Decentralized
- IT on campus in 2 central orgs and distributed to 19 schools
- Email applications: Outlook, Mac Mail, Pine, Mulberry, Web Mail, Thunderbird
- Servers: Exchange and IMAP
Our Goal

Allow executives to identify email messages of long-term value and transfer them to a secure record-keeping system accessible by archivists.
RFP conclusions

• What campus needs is an enterprise content management system
  • tool value
  • current economic pressures
  • U-M imperative to rationalize IT resources

Prudent to consider an interim approach that
  • Captures current important email
  • Allows for development of a strategic solution for content management
Low-tech pilot to see if executives could/would nominate records of permanent value

- Affiliated email account accessible by the dean, admin asst. and archivists
- Allowed drag and drop functionality
- Allowed us to develop preservation and access strategies for resulting MBOX files
<table>
<thead>
<tr>
<th>Title</th>
<th>Pilot start</th>
<th>Pilot end</th>
<th>Number of messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vice President for Governmental Relations</td>
<td>Apr. 2010</td>
<td>Dec. 2011</td>
<td>235</td>
</tr>
<tr>
<td>Associate Vice President for Research Cyberinfrastructure</td>
<td>Mar. 2011</td>
<td>Dec. 2011</td>
<td>4</td>
</tr>
<tr>
<td>Director of the Residential College</td>
<td>Feb. 2011</td>
<td>Dec. 2011</td>
<td>2495</td>
</tr>
<tr>
<td>Vice Provost for Academic Information</td>
<td>Jul. 2010</td>
<td>Dec. 2011</td>
<td>105</td>
</tr>
<tr>
<td>Assistant Vice Provost for Academic Information</td>
<td>Jul. 2010</td>
<td>Dec. 2011</td>
<td>102</td>
</tr>
<tr>
<td>Director, Bentley Library</td>
<td>Apr. 2010</td>
<td>Dec. 2011</td>
<td>105</td>
</tr>
<tr>
<td>Provost staff</td>
<td>Jul. 2010</td>
<td>Dec. 2011</td>
<td>42</td>
</tr>
<tr>
<td>Professor 1</td>
<td>Jul. 2010</td>
<td>Dec. 2011</td>
<td>13</td>
</tr>
<tr>
<td>Professor 2</td>
<td>Aug. 2010</td>
<td>Dec. 2011</td>
<td>0</td>
</tr>
<tr>
<td>Professor 3</td>
<td>Jul. 2010</td>
<td>Dec. 2011</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total messages:</strong></td>
<td>****</td>
<td>****</td>
<td><strong>3,171</strong></td>
</tr>
</tbody>
</table>

**MEDIAN = 68 messages over 18 months**
Ground had shifted under our feet

- Massive reorganization of campus IT to a more centralized model
- Decision to move to cloud-based email services
- Selection of Google as vendor
- Gmail transition complete

During the term of our grant
Jan. 2010-Dec. 2011
For further reading

Two campus case studies on the SAA website
http://www2.archivists.org/publications/epubs/Campus-Case-Studies
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