Avoiding the ‘shoogly peg’*

Building and sustaining the NRS Web Continuity Service

Garth Stewart
Head of Digital Records Unit
National Records of Scotland

*Shoogly: Scots word for shaky or unsteady
Image taken from notonthehighstreet.com
What is NRS?

Preserving the Past, Recording the Present, Informing the Future

The average age at first marriage in Scotland increased in 2016 for both males and females.

- Males: 24.3, 33.9
- Females: 22.4, 32.2

www.nrscotland.gov.uk
NRS Web Continuity Service

1. Staffing
2. Selection & appraisal
3. Permissions process
4. QA
5. Contract management
6. User liaison
‘Service’ concept: clearer responsibilities, greater resilience

Web Continuity Service: Workflow Checkpoints

CLIENT MANAGEMENT PHASE 1

1 Website selected for archiving
2 Initiate contact with client
3 Send client questionnaire
4 Reminder sent to clients a week, and a day in advance of deadline
5 Questionnaire received, checked, logged and arrangements made with client

CRAWL AND QA PHASE

6 Seed list created using questionnaire data
7 Crawl commences. Refer to Capture and QA Desknotes
8 QA via WayBack. Self-service patching. Update QA Tracker
9 Liaison with Supplier - support ticket or closure of crawl ticket. Update QA Tracker
10 Collection sign off and publication set

PUBLICATION PHASE

11 Content is published
12 Create titles and matching URLs on WayBack.

CLIENT MANAGEMENT PHASE 2

13 Feedback to client on success of crawl
14 Finalise next crawl with client

Exceptions: Pre-release removal via Takedown
Has it been plain sailing?

Sadly no!
June to Oct 2018: Contract novation (i.e. switch supplier)

- **June** Talks between NRS, IMR & IA
- **17 July** Tripartite Novation agreement signed
- **7 Aug** All data moved to IA
- **4 Sep** All WARCs transferred from IMR
- **1 Sep** IA take over hosting of NRS Web Archive
- **Sep – Oct** Training & testing
- **Nov** Crawling restarts 😊
But overall web archiving has been a big success

- It’s helped us be more **digital**
- It’s allowed for better **client liaison:**
  "Thanks to you and your team for this – it’s a great way to keep transparency as our website changes." – Scottish Legal Complaints Commissioner
- It’s been woven into **clients’ digital plans:**
  "Once a version of the site has been archived, we renew the domain name and set up a redirect to the NRS archive. This way, anyone who still needs to use the site can access the information in its original form. A banner on the archived version explains that the site is no longer updated.... It’s now safe for us to remove from our servers!" – Historic Environment Scotland
- It’s allowed us to promote guidance on **design** and **recordkeeping**
- It’s created a new collection for Scotland’s national archive