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### **Development of an information system of archival institutions as a factor of improvement of quality of services to the population**

*Development of information and telecommunication technologies and their intensive use by the citizens, business, public organizations and public authorities, involve a need of formation of modern information and telecommunication infrastructure of the archival institutions performing the important public and state functions.*

*In the archival funds of the Khabarovsk territory more than 2 million cases are concentrated, from them in the regional archive on the state storage there are more than one million cases on different types of carriers in ten languages of the world. Carefully kept the rare editions which don't have analogs in many territories of the country are demanded by the scientists and specialists of various branches of management and managing and also the public.*

*In this article the modern information systems, technologies as the being qualities of rendering of services of the archival institutions to the natural and legal entities are considered.*

**Keywords:** *archival documents, services of archival institutions, information systems, program complex, databases, electronic reading room, inquiries of social and legal character, thematic inquiries, genealogical inquiries.*

### **Развитие информационной системы архивных учреждений как фактор повышения качества услуг населению**

*Развитие информационных и телекоммуникационных технологий и их интенсивное использование гражданами, бизнесом, общественными организациями и органами государственной власти влекут за собой необходимость формирования современной информационной и телекоммуникационной инфраструктуры архивных учреждений, выполняющих важные общественные и государственные функции.*

*В архивных фондах Хабаровского края сосредоточено более 2 млн дел, из них в краевом архиве на государственном хранении находится более 1 млн дел на различных видах носителей на десяти языках мира. Бережно сохраняемые раритетные издания, не имеющие аналогов на многих территориях страны, востребованы учеными и специалистами различных отраслей управления и хозяйствования, а также общественностью.*

*В статье рассматриваются современные информационные системы, тех-нологии как составляющие качества предоставления услуг архивными учреждениями физическим и юридическим лицам.*

**Ключевые слова:** *архивные документы, услуги архивных учреждений, информационные системы, программный комплекс, базы данных, электронный читальный зал, запросы социально-правового характера, тематические запросы, генеалогические запросы.*

Irreversibility of historical process forces the mankind to undertake measures to preservation of the accumulated experience, scientific knowledge, cultural values. One of the major institutes ensuring the safety of intellectual wealth of the nation are the archives. Providing eternal storage and use of the documents, archives perform important functions on the maintaining documentary memory, replenishment of information resources and rendering of services to the population.

Formation of digital content, development of services for ensuring equal access to the information resources, the organization of reception on continuous storage and further use of electronic documents that is confirmed by a number of the actions included in the Development strategy of information society in the Russian Federation for 2017–2030 approved by the Decree of the President of the Russian Federation from 5/9/2017 No. 203, the State program of the Russian Federation "Information society (2011–2020)", approved by the resolution of the Government of the Russian Federation of April 15, 2014 No. 313, the state program of the Khabarovsk territory "Development of information society in the Khabarovsk territory " approved by the resolution of the government of the Khabarovsk territory from 5/2/2012 No. 139-pr (further GP "Development of Information Society in the Khabarovsk territory") become their main activities.

Archival institutions are developed and successfully the modern information technologies opening new opportunities in preservation, use and promoting of retrospective information including for increase in efficiency of rendering services by archival institutions to the population take root.

The information system in the form of organizational and ordered set of the archival funds and documents, explanatory notes and databanks which are a component of information resources of the Russian Federation and the Khabarovsk territory is intended for high-quality rendering of services to the population.

For the purpose of creation in archival branch of the Khabarovsk territory of effective information system information resources in the following institutions are formed various look:

- The Committee on the affairs of civil registration and archives of the Government of the Khabarovsk territory, authorized body of the regional executive power in the sphere of archiving (further – Committee);
- The state archive of the Khabarovsk territory (further – SAKT), the only thing in the territory of the region establishment of regional level;
- The network of municipal archives including 4 municipal authorities and 17 structural archival divisions of regional administrations in the structure.

The main function of the Committee is coordination of the activity of archival bodies and institutions of the Khabarovsk territory for ensuring the requirement of public authorities, local government, legal entities and individuals with archival information. It should be noted that in modern conditions without the archiving of the coordinating body determining policy in the sphere – the regional branch authority – it is impossible to build productive interaction between the different organizations at the interregional, inter-industry and interdepartmental levels.

Archival documents are demanded by the public authorities and the local government, including: in the questions of improvement of the legislation, solution of the economic and social tasks, education of citizens in the best traditions of the previous generations. In activity of the bodies of authority and management of all levels the use of archival documents is directed to implementation of the complex analysis and formation of analytical materials, including the economic character important as for the society, and in general for the state. Archival documents, unique on the value and historical importance, draw attention of specialists of various branches of economy and management, scientists-researchers and ordinary citizens.

To reach the high growth rate of capacity of archival fund as an important part of historical and cultural heritage, documentary information resources and also it is possible to increase the quality of provided services on the basis of automation of processes, application of the innovative and latest information and communication technologies. In the conditions of steadily high demand of archival information for satisfaction of the requirements of social and economic development of the region and confirmation of constitutional rights of the citizens by archival service the new technological base is formed.

The largest keeper of document information in the region is SAKT, representing the main link in the information system which has an appearance of organizational and ordered set of archival funds and documents, explanatory notes and databases as a component of information resources of the Khabarovsk territory and Russia. In the archival institutions of the Khabarovsk territory more than two million units of storage are concentrated, from them in the archival funds on the state storage of SAKT there are more than one million units of storage in 10 languages of the world presented by the different types of carriers, including and electronic [3].

The rare editions which don't have analogs in the world and unique documents are stored in SAKT. Among them there is a diary of the defender of Port Arthur P.N. Monki written in 1905; the certificate on silk of the commander of guerrilla groups of Primorye A.K. Flegontov; the ultimatum of the commander of the 2<sup>nd</sup> army of the 2<sup>nd</sup> Far-Eastern front Decorated with the Order of the Red Banner of the lieutenant general M.F. Terekhin to the commander of the Japanese troops in the Sakhalyansk province to the lieutenant general T. Kitadzava about capitulation.

The list of especially important documents of the archive contains more than 26 thousand units of storage. In the archive depositories 41 historical funds containing significant documents for reconstruction of the history of the territory are concentrated. 10 funds of the Harbin rossika including in the structure of 57225

cases which are taken out by the Khabarovsk archivists from the Northern Manchuria in 1945 are of special value. Documentary evidences of history of the Russian emigration are one of the most demanded at the researchers.

Photographic materials and printing editions supplement the documentary historical picture: negatives on the glass with the views of the old Khabarovsk, Complete collection of the laws of the Russian Empire, bound file of the newspapers "Priamurskie Vedomosti" for 1895–1917, the newspapers and journals issued by the Russian emigrants in Harbin [5], etc.

The analysis of structural and specific structure of the documents in SAKT has shown that for January 01, 2018 stored there are more than 1 million units, including:

- administrative documentation (520372 units of storage);
- documents of personal origin (15656 units of storage);
- scientific and technical documentation (STD) (37393 units of storage);
- documents on the staff (451547 units of storage);
- audiovisual documents (26759 units of storage) [3].

The results of the research (works) of archival institutions given about rendering of services, demonstrate that for the last 5 years the most demanded documents which are stored in SAKT are the documents of historical funds, the most part of documents of the regional and city authorities and party organizations: the Far-Eastern regional committee of the All-Union Communist Party (bolsheviks), the Khabarovsk regional committee of the CPSU, the Government of the Khabarovsk territory, Legislative thought of the Khabarovsk territory, the Executive Committee of the City Soviet of People's Deputies, the district executive committees, the city administration of Khabarovsk and the other municipal units.

The most important component of SAKT information resources are the database (D) and the program complexes (PC) which the users can address for obtaining information on the basis of the archival documents which are stored in the funds of archive including by the means of remote access. So, 10 DB are used and filled: 2 program complexes, 5 thematic DB and 3 office work. Program complexes are presented to the Archival Fund and the Uniform Archival Information System of the Khabarovsk territory Personal Computer personal computer (UAIS KT).

Expansion of access for users to the documents and simplification of rendering services by the archival institutions and also ensuring safety of the originals and the organization of free access to the electronic fund of use are promoted by realization of the actions included in the state program "Development of information society in the Khabarovsk territory".

The Archival Fund personal computer is the all-branch, dynamically filled up system of the automated centralized state accounting of documents of the Archival fund of the Russian Federation which filling is carried out since 1997.

Analysis of the system of accounting of the documents has shown that for March, 2018 in the structure of the personal computer the information on 3294 funds, 6953 inventories, 565581 units of storage and 203908 documents is considered. To the process of formation of the DB archival institutions of the

territory are connected, the volume of DB has reached 43983,50 Mb. Maintaining the personal computer reflects the course of formation of information data array about the structure and contents of the documents, condition of their safety and scientific and help the device in all levels of the archival description.

For increase in the overall performance of the personal computer and its usefulness, in the near-term outlook of its development there have to be an expansion of the scale and ensuring integrity of the all information archival system of the Khabarovsk territory.

The "Uniform Archival Information System of the Khabarovsk territory" personal computer represents the automated registration and the information retrieval system about the structure and maintenance of the archival funds which are stored in SAKT. This system developed by CJSC "ELAR" (Moscow) is used since 2013. Thematic DB "The main Bureau for the Russian emigrants in the Manchurian empire" are integrated into it, "The veteran of work", "Metrics", "Real estate", and the volume of information about the structure of the archival funds converted into the system for March, 2018 makes 30601,88 Mb.

Possibilities of the personal computer allow unite the all available automated information retrieval systems of archival institutions of the territory and to provide remote access to the legal entities and individuals to the services of archival institutions through the Internet and also by the means of creation and replenishment of the automated explanatory notes to the archival documents to promote reduction of dates of performance of inquiries (addresses) of the legal entities and individuals.

Social effect of introduction of the "Uniform Archival Information System of the Khabarovsk territory" personal computer will be an opportunity to the users to carry out the full-context search of information on the headings of funds, inventories of affairs, to use the remote access both to the explanatory notes of archive, and to the information massif of the digitized affairs. At the same time the volume of the archives included in the personal computer has already exceeded 50% of total of the affairs which are stored in SAKT.

For compliance to the increasing requirements of potential consumers of services, on the basis of the analysis of structure of the funds which are on archival storage, and specific structure of documents the nature of services SAKT and need of improvement of mechanisms of their rendering is predetermined.

"Questionnaires of Satisfaction" allow carry out quickly and selectively monitoring of the efficiency of the formed services sector in the archival branch of the territory.

Created, approved in accordance with the established procedure and posted on the websites of the branch body (<https://komza.khabkrai.ru/>) and the institution (<https://archive.khabkrai.ru>) subordinated to it the Inventory, the works, services realized on the paid basis includes about 90 positions, including 12 main types of services for the natural and legal entities<sup>1</sup>. Requests for seniority are in the

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<sup>1</sup> The inventory, the works, services realized on a paid (paid) basis by the regional state budgetary institution "The State Archive of the Khabarovsk territory"//

increased demand. In this aspect the archival institutions can be considered as a guarantor of social security of the citizens, especially, provision of pensions to them. In particular, public authorities of the power and local government trust the archival references or the copies of archival documents connected with the social protection of the citizens concerning their provision of pensions, confirming the property interests and also to the documents necessary for receiving privileges and compensations according to the legislation of the Russian Federation. These circumstances during the different periods of social and economic development of the country and region have caused a growth of number of appeals to the archival institutions. Annually in SAKT in writing and orally more than 5 thousand people address for confirmation of various questions and information connected with ensuring their rights and legitimate interests. By the detailed consideration of the structure of solved queries, the unconditional superiority belongs to the social and legal inquiries (55 percent from their general quantity). Thematic and genealogical inquiries occupy 36 and 9 percent respectively.

The requests for confirmation of seniority, the salary size, rewarding, assignment of the ranks, education, application of repressions, for the acts of civil status belong to the inquiries of social and legal character. A substantial part of thematic inquiries is specification of the date of birth, biographic data, about formation of settlements, the enterprises, etc. Genealogical inquiries are connected with the information search about the relatives of applicants.

The structure and importance of the stored documentation in the archive directly influences completeness and timeliness of providing the required information, quality of the providing archival services.

The analysis of dynamics of rendering of services of SAKT confirms reduction of a number of inquiries. But such statistics doesn't indicate the decrease in demand of services of the archival institutions, and is explained by an improvement and stability of the legislation, including pension and in the sphere of registration of the rights of citizens for the real estate. It is necessary to consider also an increasing popularity of independent work in the reading rooms of SAKT. This fact dictates the need of organization of access for potential users to the archival documents in electronic form.

Respectively, and precisely to satisfy with one of the factors determining ability of the archive fully the escalating need for retrospective information, extent of automation of the archival technologies covering the processes of completing of the archival funds, account and ensuring their safety, work with the explanatory notes, performance of queries and accounting of use of the funds is.

In SAKT for ensuring the development of archiving as by the independently experts, and by the means of specialized organizations, and the information technologies opening new opportunities in preservation, use and promoting of retrospective information successfully are developed. For the purpose of forming of systematic system work in this direction development of the separate block "Informatization of archival activity in the modern economic conditions" for inclusion in the Development strategy SAKT is conducted.

In the institution the electronic reading room project is carried out that opens a possibility of distant work with the information resources of archive. In practice of work of the reading room of the archive ensuring access of users to the electronic inventories, historical sources with the use of electronic fund of use is introduced.

In 2017 the specific weight of services by the means of free access to the SAKT information electronic resources didn't exceed 10 percent. These circumstances have affected that the Committee together with the regional archival institution sped up the work on formation of the Uniform archival information system of the Khabarovsk territory which provides access to the archival documents and to the information resources of all archival institutions of the territory through the Internet. The taken measures allow increase the efficiency of execution of archival services, will reduce the number of the sent inquiries on accessory.

Improvement of the quality and availability of services are promoted by their transfer to the electronic look. At the same time, in the archival branch of the Khabarovsk territory the deficiency of financial resources is noted that influences the rates of transition. So, for March, 2018 it is transferred to the electronic look 22,5% of the archival documents (135318 cases) which are a subject to transfer to electronic form. At the deficiency of financial means performance of the transfer of insignificant part of services is promoted by the planned character of carrying out these works and inclusion of SAKT in collaborators of GP "Development of information society in the Khabarovsk territory " and also paid rendering services, allocation from the regional budget of a subsidy for updating of the equipment and development of material and technical resources of GAHK.

In the light of new requirements the relevant and important activity of archive is also introduction of the principles of "the open government" including the information openness, open data, adjustment of the mechanisms of civil control of their activity. So, on the Portal of the public and municipal services of the Khabarovsk territory for receiving a part of archival services approximate forms of statements are placed and the possibility of their downloading for the subsequent direction in archive by mail, e-mail, via the websites of archival institutions is realized [8].

Use of the modern technologies allows reduce the terms by sending inquiries and obtaining answers, gives the chance of control by the user directly of the process of receiving services, at the same time provides confidentiality of the transmitted data as the secure channels of communication are used.

Improvement of the information system of the network of archival institutions of the Khabarovsk territory is aimed at providing free access to the information resources of citizens, representatives of the public and municipal authorities, the organizations that is one of fundamental bases of existence of the civil society and an important condition of its healthy successful development.

Thus, in the modern conditions the demand of services of archival institutions considerably increases that involves the need of development of the base of information and communication resources of the archival institutions. To contribute to the development of services sector (works) in the archival branch, there will be a creation of infrastructure of "the electronic government" for rendering public services, formation of information space in the system of public

and municipal administration taking into account requirements of the society for obtaining qualitative and authentic data.

In the priority order measures for creation of the integrated archival infrastructure and introduction of communication on the basis of digital electronic systems for ensuring optimization of information massifs, formation of functional blocks according to the description, account and safety of the documents, explanatory notes, completing, providing the high-quality services are carried out.

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