

# THE SUBTLE ART OF NOT GIVING:

**RECORDS MANAGEMENT**

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# Session Description

**Entitlement and apathy** are toxic.

Don't take responsibility for that which is not yours. Rather, learn to transfer and develop information management capabilities.

Find and leverage communication pathways at the right levels.



# Agenda

- Choose your struggle
- You are not special
- Your problems are not unique
- Failure is the way forward
- Is there hope



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# About Me, About You?



# About Me

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# Information Professional

An **information professional** is anyone who for one of their major **job** tasks manages or governs **information** (content, data, documents, knowledge, or records), the systems that contain **information**, or the policies and practices by which **information** workers must abide.

<https://www.arma.org> > page > arma-guide

[ARMA Guide to the Information Profession - ARMA International](#)





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# Choose your struggle



*Essentially, we become more selective about the f\*cks we're willing to give.*

*This is something called maturity.*

*It's nice; you should try it sometime.*



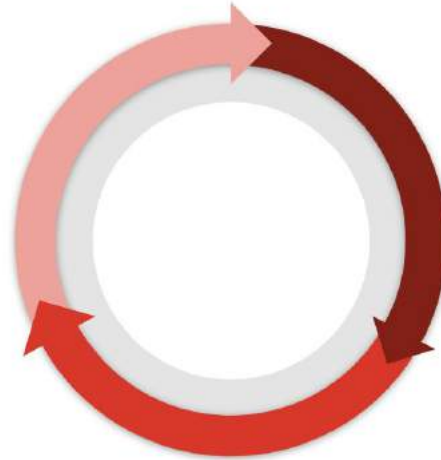


"THESE ARE SOME GREAT SOLUTIONS WE'VE COME UP WITH, ED.  
SEE IF WE HAVE ANY PROBLEMS THEY'LL SOLVE."



## Priorities - You can't solve everything

- Firefighting
- Strategizing
- Reputation-building





# Firefighting

Operational pain points

Find a problem, fix a problem

Flex your knowledge

Symptom or root cause?

Heroic effort

Lack of sustainment



# Strategizing

Short-term, medium-term

Resource-based allocation

No one knows what you're working on

Theory until you implement

Future-based



# Reputation-building

Get comfortable saying “no”

Help identify ~~problems~~ opportunities

- *SWOT analysis, Stakeholder identification*

Be willing to go back with new information when situations change



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**You are not special**



*No matter where you go, there's a five-hundred pound load of sh\*t waiting for you.*

*And that's perfectly fine. The point isn't to get away from the sh\*t.*

*The point is to find the sh\*t you enjoy dealing with.*



## **They have other problems, and you might not be the answer.**

Flip the script, stop talking about records.

Understand the situation from the business perspective.

- What is the business problem, in their words?
- What challenges do they face?

**Limit your scope of involvement** to enable success.





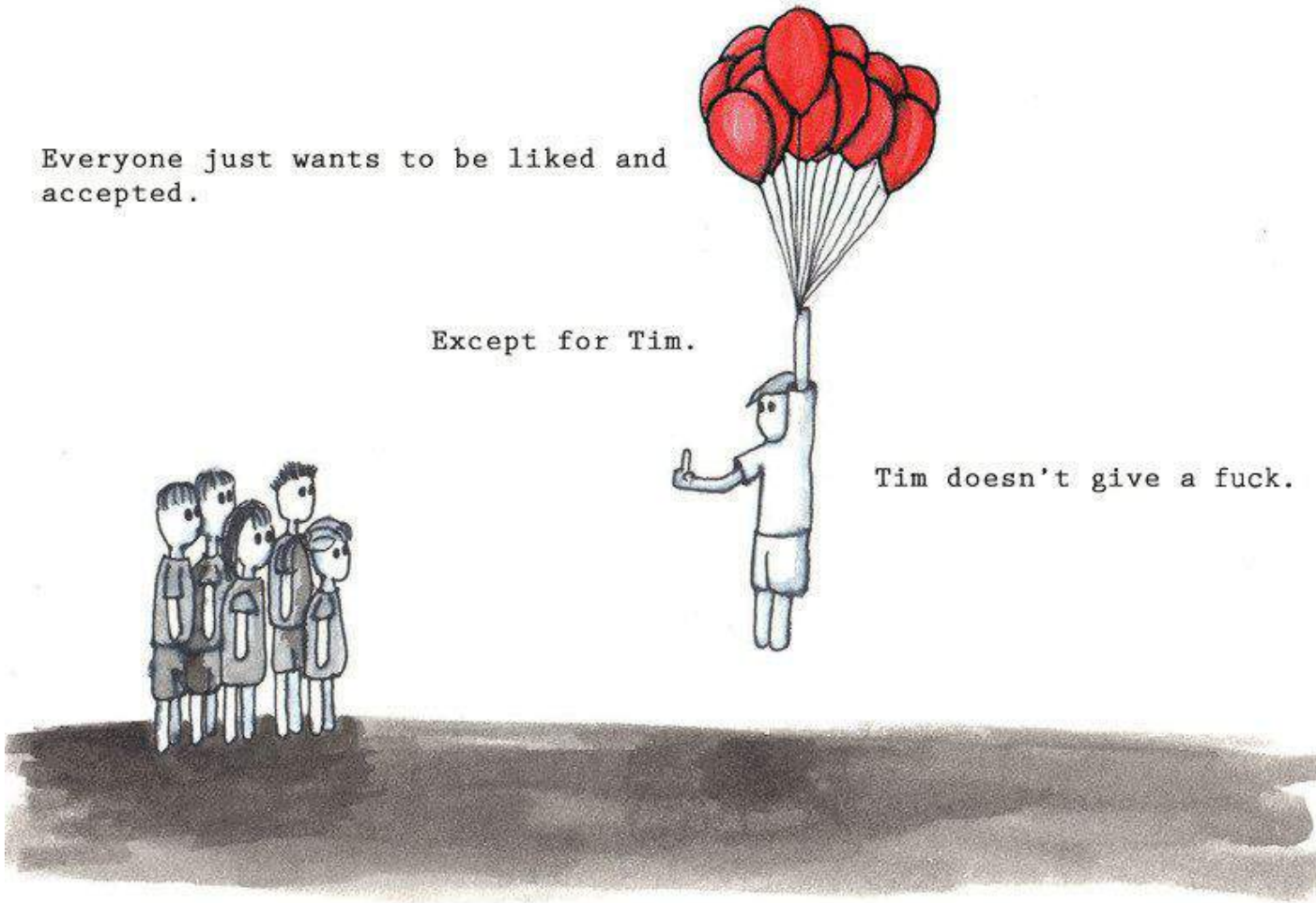
## Consider...

Is it that they are frustrated with managing their information assets,  
or that they need(ed) to ask for help in doing so?

Everyone just wants to be liked and accepted.

Except for Tim.

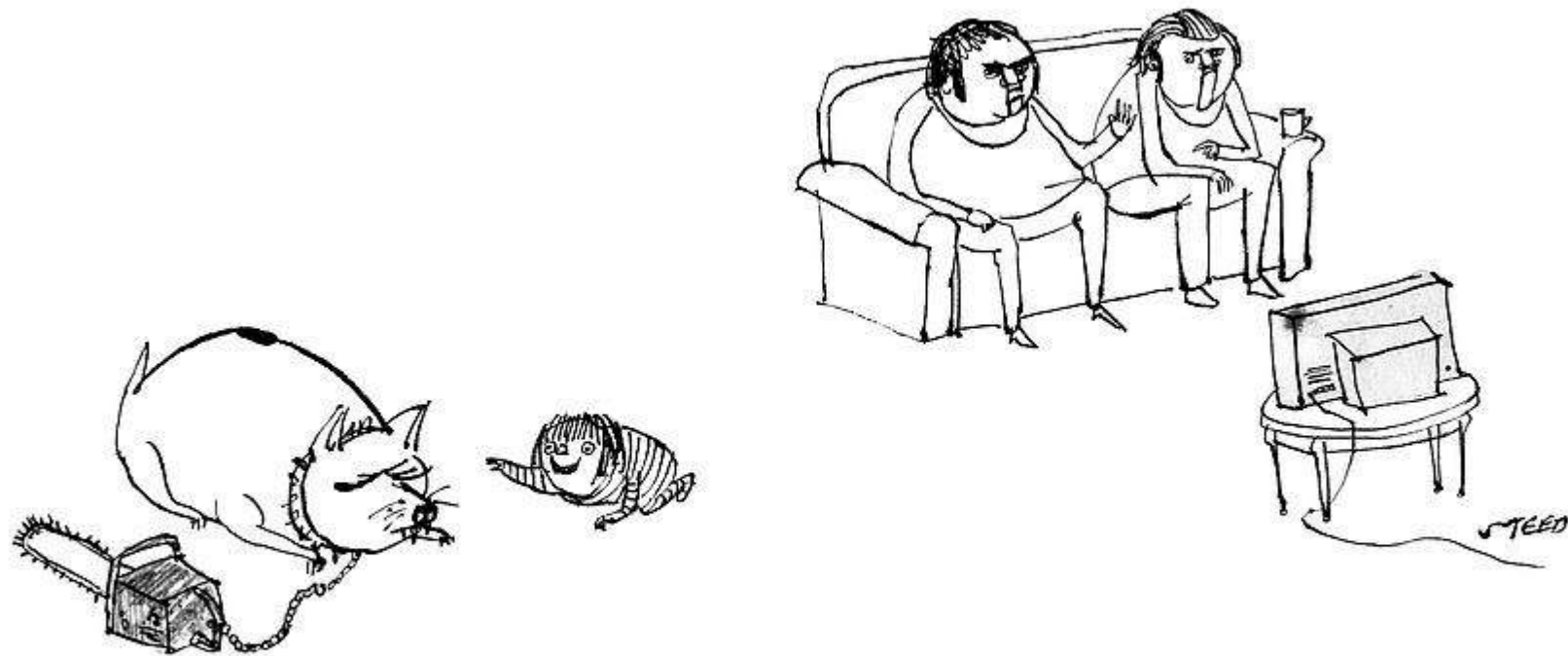
Tim doesn't give a fuck.





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**Your problems are not unique**



*“You have to let them make their own mistakes.”*



# What is your initial message

Focus on the HOW and NOW

Quick, cheap solutions

Build a community of practice and connections

What has been done before?





## No special snowflakes

Build momentum with ubiquity, not uniqueness or one-offs

- *“HR also had a similar problem with their records system”*
- *“You’re not the only one experiencing this”*
- *“We’ve seen and fixed this before”*

Boring, but effective. Show the data/history, find common themes.



## Enable self-service help (I told you so)

People have capabilities, and needs

Sometimes just need direction... and motivation

Share guidance and get out of the way (don't be a bottleneck)

- *Examples: website; transitory information; disposition ...*



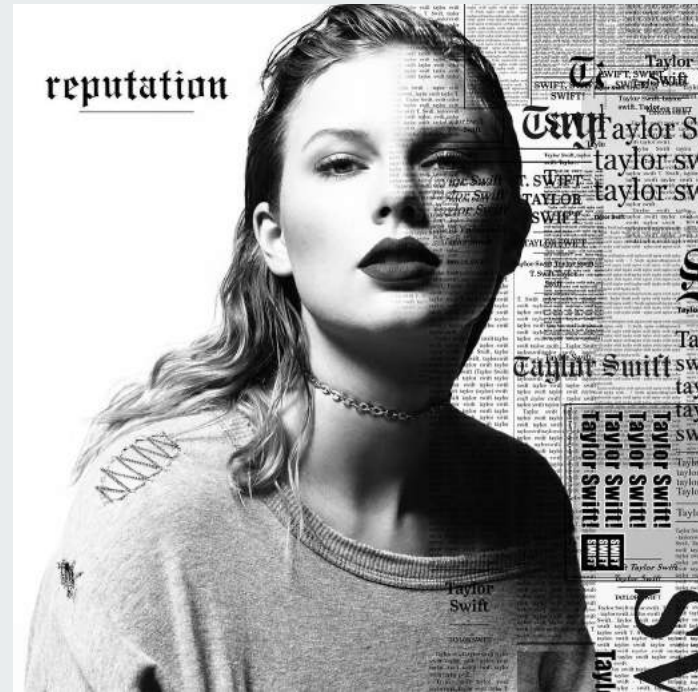
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**Failure is the way forward**



*This is why we can't  
have nice things.*

- Taylor Swift





***The path to happiness is a path of  
sh\*t heaps and shame.***

Been there, done that

Do it wrong, consistently

What will be different this time around?



# Bare minimum vs perfection

Be in the moment

Do something for day-forward

Work to “good enough”

- 50%?
- 80%?





# Example

Protect from unauthorized access

Preserve in place

Wait for further direction



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~~There is~~ Is there hope

*All goals will create problems, so instead of choosing goals you think will solve your current problems, you should choose goals that will provide the type of problems you want to solve in the future.*



- “slugposse” on Reddit



# Communication is Key

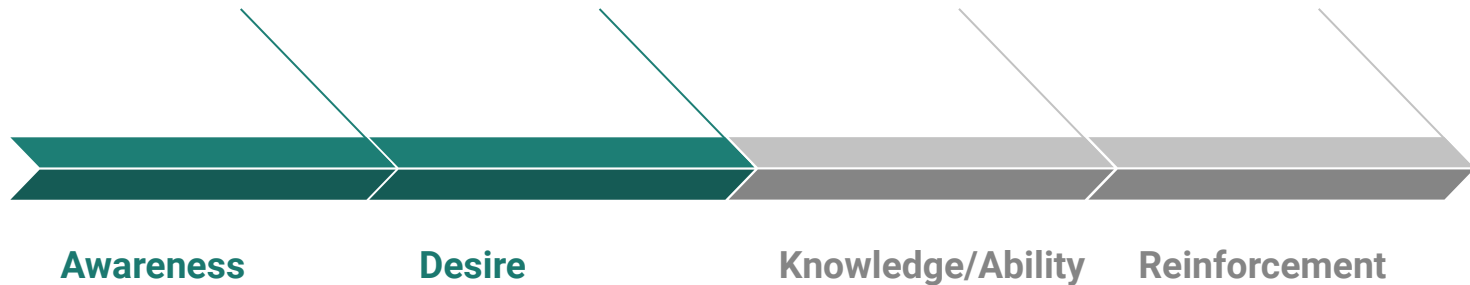
Active listening

Facilitation

Learn to not lose arguments



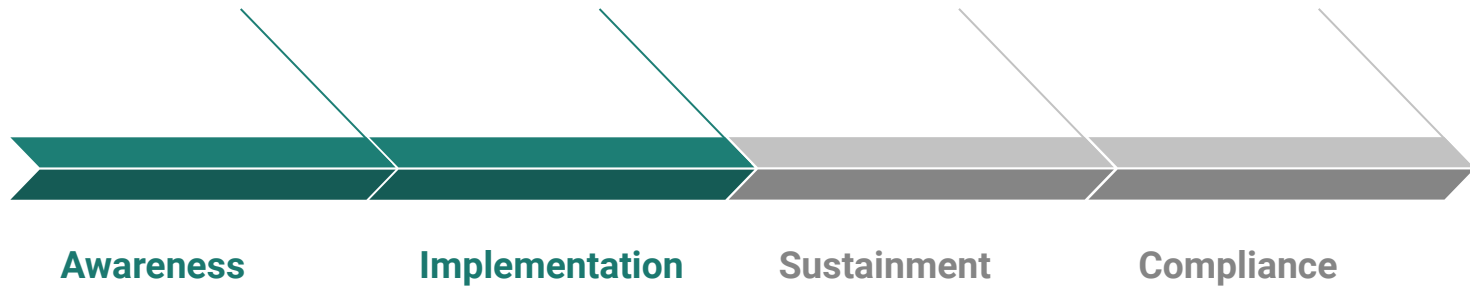
# Change Management Principles (ADKAR)







# Do something, and stick to your lane





## Success brings more work

More “meaningful” work

Different client interactions

Sitting at different tables



A short horizontal line with a teal-to-orange gradient, positioned above the text.

**Thank you.**

