

Electronic Records Management Challenges for Local Government

Newsflash—We don't
all file the same!

Scalable solutions

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- Staff workload & turnover
- Organization size & # of employees
- No IT staff
- Limited budgets
- One size doesn't fit all

Statutory Framework

- Require a RIM program
- Designate a records manager with duties and responsibilities (see NY 185.2)

Statutory Framework

- Amend 2-6-403, the local government record destruction request process:
 - Provide conditions under which a local government wouldn't need state subcommittee approval to destroy records:
 - Record is listed on retention schedule approved by LGRC.
 - Establish RM program by ordinance or resolution and designate Records Manager and duties
 - Use LGRC record disposal form
 - Disposal must occur in accordance with retention schedule, RM, and other officers/authorities designated in the ord. or res. and not be subject to legal or regulatory hold because of investigation or litigation
 - File completed records disposal forms with SOS
 - Revise 2-6-405 to offer records over 25 years old for 2 months on the listserv and make it a local government responsibility to post them.

SOS Admin. Rule

- Local governments must preserve records older than 10 years on paper or microfilm is not workable. (44.14.101 – 44.14.203)

Address Electronic Records Retention Generally

- Funding:
 - Education and training
 - Project assistance grants
- Web based guidelines, model policies, best practices, ADA compliance guidelines, checklists to manage electronic records, system specifications, security, new technologies (Cloud services, big data, social media, BYOD)

Unique Situations for Counties

- Fee for services related to accessing of Deeds and other property related documents.
- Recovering costs of staff time when delivery of information is via electronic methods.
- Some counties already have relationships with “Cloud” data system vendors.
- Offsite storage requirements vary widely from county to county.
- Records management office policies and practices may change as newly elected county officials take office.
- County Boards have little or no knowledge of records management.

Unique Situations for School Districts

- School facilities issues – space for storage of paper records vs. space for teacher or other staff offices
 - Allow electronic storage rather than just microfiche
 - Streamlining the records destruction process
- Staffing – IT and business office have other duties in addition to records retention and information retrieval
- Education and training on best practices for ERM
- Funding significant changes in ERM requirements
 - Needs to be flexible to meet local needs
 - Cost of new technology
 - Cost of training

A Vendor's Perspective

- Consistency amongst entities
 - Economics/Funding/Technical/Skillsets/Training
- Requirements mostly with business need
- Funding inequalities by location
- Business requirements deliver multitude of systems with similar results – not all inclusive
- Vendor/System variances:
- Internally borne systems struggle longevity