



**Program #78404 - Records Management** 4/15/2016

**Department:** County Assets **Program Contact:** Garret Vanderzanden

**Program Offer Type:** Internal Service **Program Offer Stage:** As Proposed

**Related Programs:**

**Program Characteristics:**

**Executive Summary**

The Records Management Program provides a full suite of records services, managing and safeguarding the information assets of the county through identification, classification, appraisal, storage, tracking, digital preservation planning, and confidential destruction.

**Program Summary**

Records Management is the professional practice of managing records throughout their life cycle, a series of discrete phases that carries a record from creation to destruction. This work includes identifying, classifying, appraising, storing, securing, preserving, retrieving, tracking, and disposing of county records in accordance with state and federal retention and privacy regulations and industry best practices. The program provides a full suite of records services, including planning for the management and safeguarding of the information assets of the county, regardless of digital or analog format, in compliance with Oregon Administrative Rule 166-030-0016. The program is staffed by three professional records managers/archivists and two Records Administration Assistants. The Records Officer serves the state-mandated role, also functioning as the lead worker.

- The primary functions of the program include, but are not limited to:
- Administration of HP Records Manager (HPRM), an electronic document and records management system, including implementation and maintenance of user accounts in other county agencies for use as a system for document management and inactive electronic records storage;
  - Records Center services, including storage/retrieval of inactive records and secure destruction of physical records;
  - Historic archives development and preservation, including research and reference services for customers within and outside of the county;
  - Retention scheduling across all departments, as required by state and federal regulation, and by county code;
  - Records management consulting and training;
  - and providing the Locating Records service, primarily through the program's public facing website.

These efforts contribute to the Climate Action Plan activities related to local government operations, item 19G, due to ongoing consultation with other programs to enable use of retention- and preservation-compliant electronic records systems.

**Performance Measures**

Measure Type	Primary Measure	FY15 Actual	FY16 Purchased	FY16 Estimate	FY17 Offer
Output	Number of Records Retrievals and Interfiles (Record Actions) Performed on Behalf of Customers	7,103	10,000	5,000	5,000
Outcome	Percentage Increase of Reference and Referral Requests Compared to Previous Fiscal Year	36.2%	50.0%	0.0%	30.0%
Output	Cubic Feet of Boxes, Microfilm Rolls, Maps and Plans Maintained in Records Center and Archives	52,781	56,468	54,789	55,202

**Performance Measures Descriptions**

Measure 1: Decrease in this measure is due to a statistic change in the new software system, which does not quantify refiles or track errant requests for records that are already destroyed.

Measure 2: Combination of in-person, telephone, and website statistics. Expected to increase with improved online content.

Measure 3: Physical Records Center holdings expected to decrease, though historic archives holdings (and electronic inactive records holdings. not captured here) expected to increase.

**Legal / Contractual Obligation**

ORS 192 and OAR 166 outline public records mandates for the Records Officer, microfilm, imaging, storage, retention, access and disposition. Executive Rule 301 assigns the retention schedule function to the Records Management program. Chapter 8.500 of the County Code defines additional responsibilities and obligations of the Records Management program.

**Revenue/Expense Detail**

	<b>Proposed General Fund</b>	<b>Proposed Other Funds</b>	<b>Proposed General Fund</b>	<b>Proposed Other Funds</b>
<b>Program Expenses</b>	<b>2016</b>	<b>2016</b>	<b>2017</b>	<b>2017</b>
Personnel	\$0	\$483,721	\$0	\$509,516
Contractual Services	\$0	\$128,000	\$0	\$31,500
Materials & Supplies	\$0	\$65,618	\$0	\$37,450
Internal Services	\$0	\$448,627	\$0	\$496,467
Capital Outlay	\$0	\$0	\$0	\$75,896
Unappropriated & Contingency	\$0	\$101,390	\$0	\$60,570
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$1,227,356</b>	<b>\$0</b>	<b>\$1,211,399</b>
<b>Program Total:</b>	<b>\$1,227,356</b>		<b>\$1,211,399</b>	
<b>Program FTE</b>	0.00	5.20	0.00	5.20

<b>Program Revenues</b>				
Other / Miscellaneous	\$0	\$972,503	\$0	\$1,073,399
Beginning Working Capital	\$0	\$178,363	\$0	\$138,000
<b>Total Revenue</b>	<b>\$0</b>	<b>\$1,150,866</b>	<b>\$0</b>	<b>\$1,211,399</b>

**Explanation of Revenues**

Records Management is funded by an allocation system through the Distribution Fund. Total program costs are allocated based on each Department's share of the number of boxes stored, boxes brought into the Records Center (accessioned), and record actions performed in FY2015.

**Significant Program Changes**

**Last Year this program was:** FY 2016: 78043-16 Records Management

No significant program changes.