

The GREAT Approach to Records Management

Guidance in Records Enhances Agency Trust

Rebecca Wood, MLIS
State Records Manager
Georgia Archives

What Does GREAT Mean?

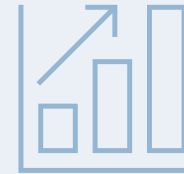
G - Guidance



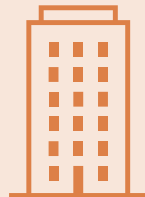
R - Records



E - Enhances



A - Agency

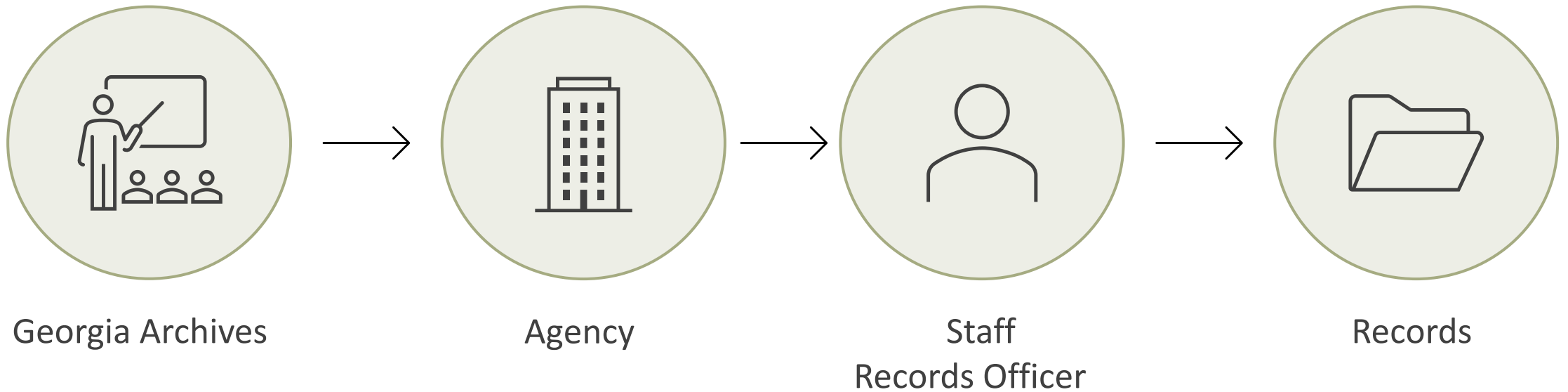


T - Trust



GUIDANCE

The Georgia Archives provide guidance to ensure proper management and compliance.



Records Policies

Laws

Access

Retention Schedules

Storage

Copies

Destruction

Permanent Records

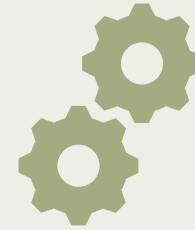
Principles



Clear and Consistent



Flexible



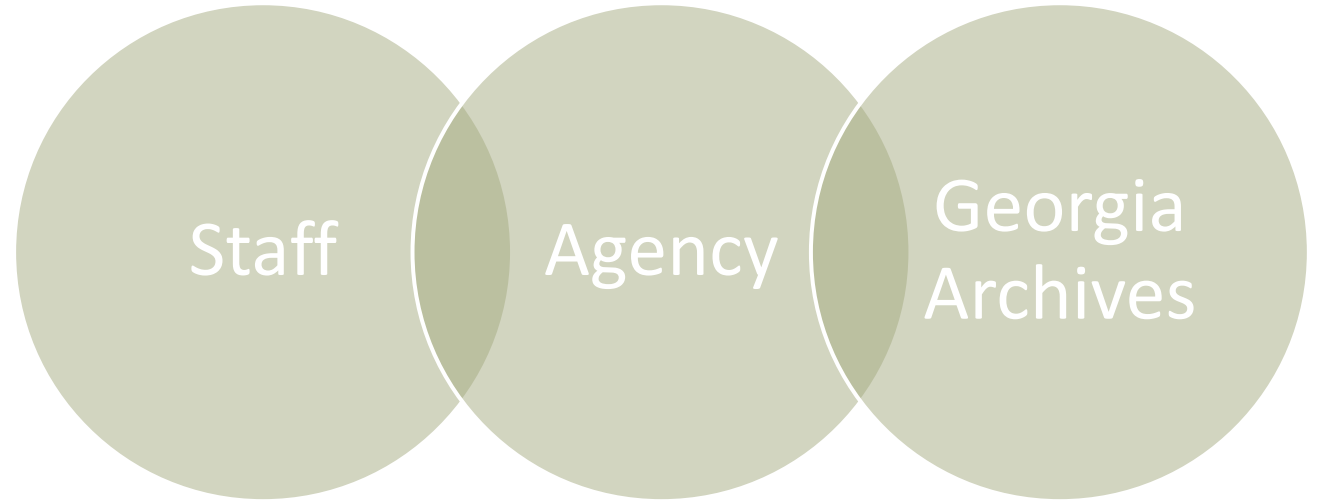
Practical

Accountability

Records connect staff, agencies, and
Georgia Archives

Prevents gaps in responsibility

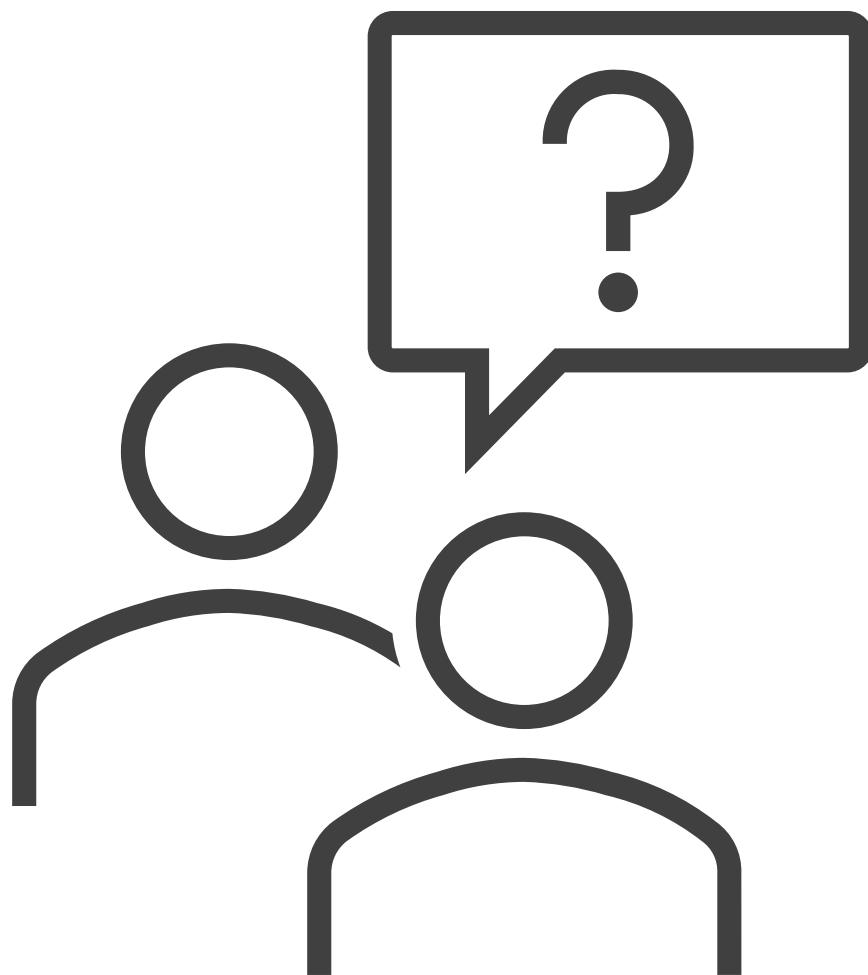
Builds transparency at all levels



Evolution of Guidance

Policies and best practices change with new laws and technology.





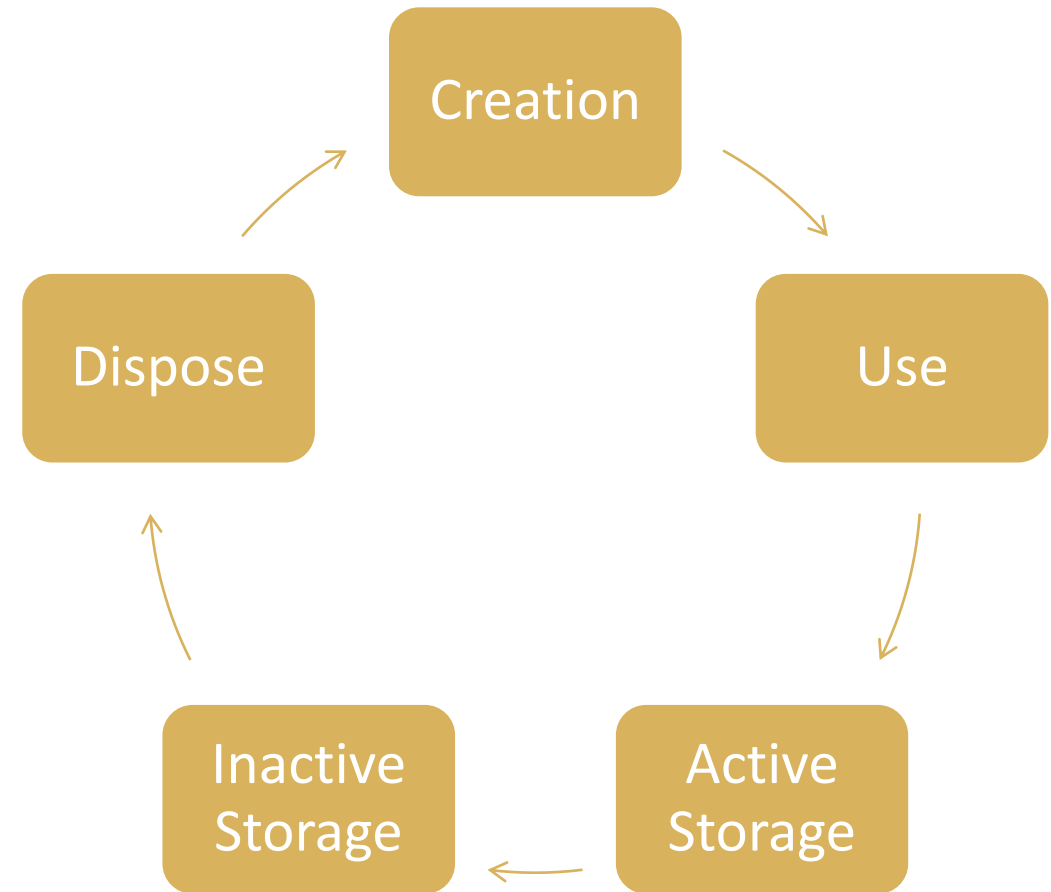
RECORDS

Official Definition

O.C.G.A. § 50-18-91

Informal Definition

Classifying, creating, storing, managing, preserving, providing access to, protecting, and disposing of records until final disposition.



Public Records



Anything created during government business that documents the government's work.



Public record does not necessarily mean open to the public.



Independent of device or account.

Records Storage (1)

Intellectual and Physical Control

- Store in boxes

- Labels – include only necessary information

 - Box number

 - Too much info can lead to security problems

Inventory

- Location of all boxes

Folder Listing

- What records are in each box



Records Storage (2)

65 - 75 degrees / 45 - 55% humidity

Window-less

No pipes visible

Not in attics, basements, or sheds

Secure

Records Only



Preserving Permanent Records

STATE / USG

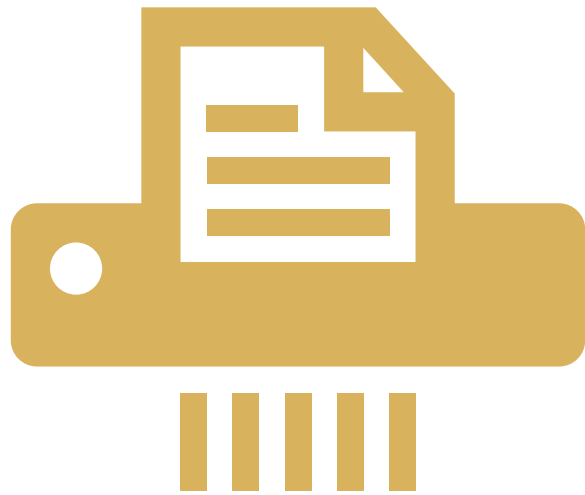
Send to Georgia Archives when no longer in active use at your agency.

Ownership is transferred.

LOCAL

Responsible for preserving your own permanent records.

Records cannot be given to an entity not under the specific government's jurisdiction.



Disposing of Temporary Records

Have a routine destruction cycle

Keep a log of what has been destroyed

Ensure a thorough destruction

Shred paper records

Electronic records are overwritten

Ensure all copies are destroyed

Legality (1)

Evidence: The Best Evidence Rule

§ 24-10-1005. Public records

§ 24-10-1003. Admissibility of duplicates

Evidence: Authentication and Identification

§ 24-9-902. Self-authentication

§ 24-9-920. Authentication of Georgia state and county records

Electronic Records and Signatures Act O.C.G.A. § 10-12-1 et. seq.

Legality (2)

Electronic Records must remain ...



Authentic



Accessible



Usable

Should You Digitize?

Why to Digitize

- Free up physical space
- Increase staff access
- Disaster planning

Why NOT to Digitize

- No project plan

Project Plan

Defined purpose

Scope

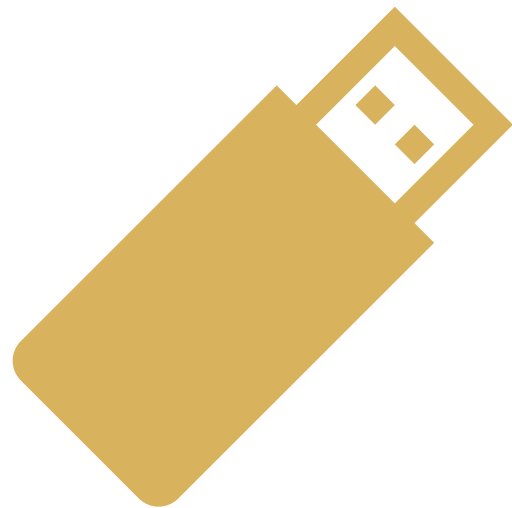
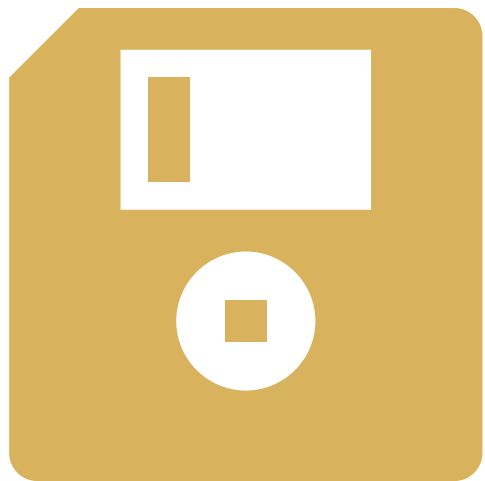
Cost

Equipment

Vendor or in-house

Records management system

Retention



Technological Concerns

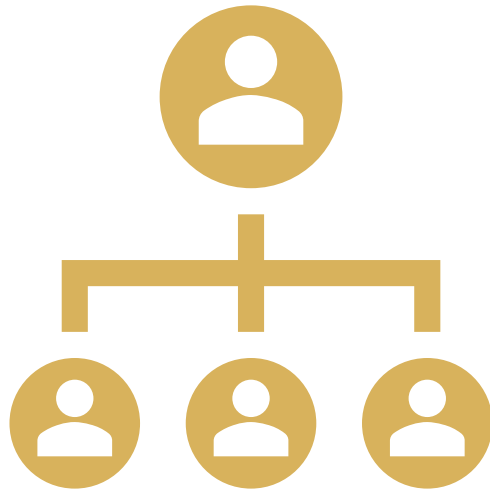
Electronic Records Management

Be proactive

Manage records from the beginning, not after the fact

Involve records creators, records users, IT staff, and records managers

No software, hardware, or system is eternal



Device and Account Neutral



Backup vs Multiple Copies

Backup

All files

Requires backup disk or program to restore

Routine schedule

Multiple Copies

Select files – essential and permanent

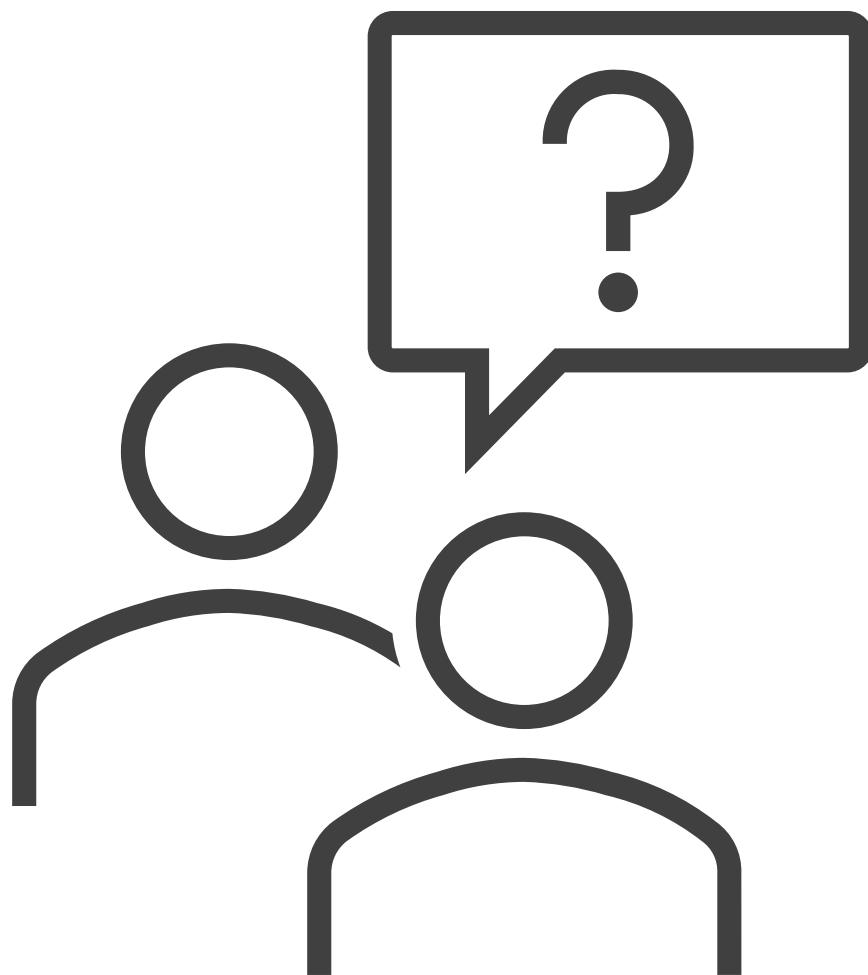
Exact replica of original

Not stored in same location as the originals

Updated when originals are altered

Email





ENHANCES



Reduce Cost and Time



Decrease Liability



Protect Records

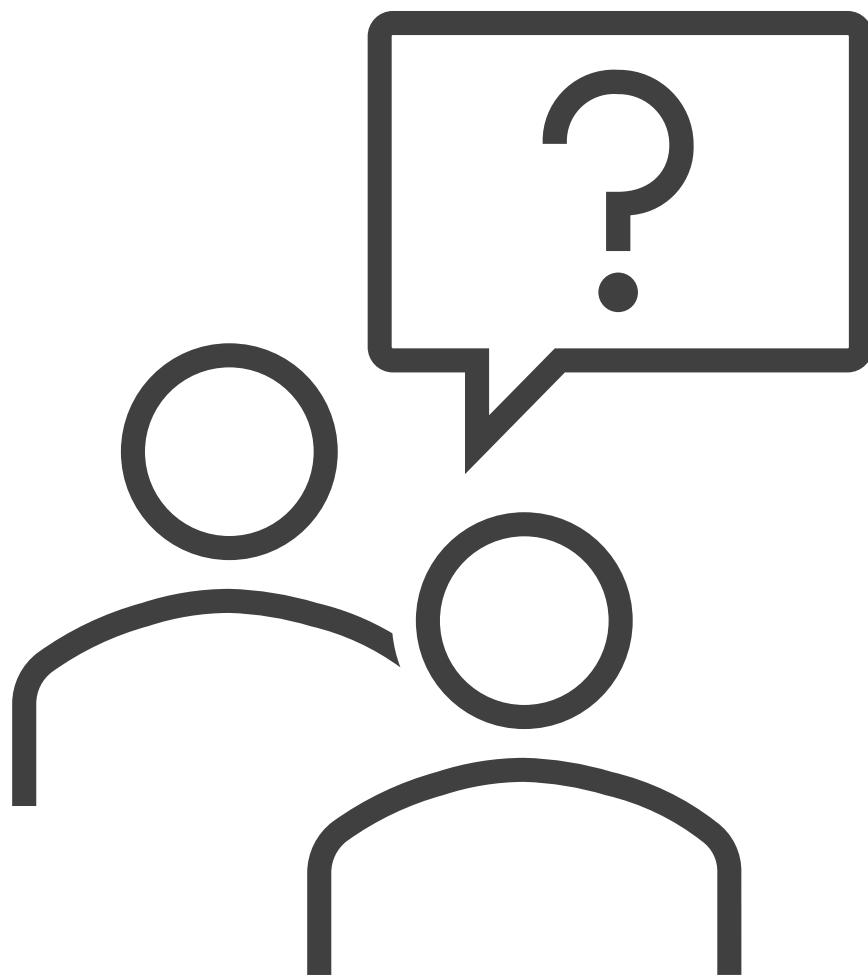


Better Serve People



Reputation





AGENCY



Records Management Officer

O.C.G.A. § 50-18-94(7)

Duties

Point of contact between the agency and the Georgia Archives.

Work with departments to create policies and procedures for records management.

Oversee schedule revisions and dispositions.

State Records Committee

Made up of 6 individuals.

O.C.G.A. § 50-18-92 gives the State Records Committee the authority to approve of records retention schedules.

GA Archives Records Management staff serves as Committee's staff.

Retention Schedules (1)

Include: the title of the record, a description of the content of the record, the record schedule number, and the **minimum** retention.

Have the full effect and force of the law.

Every record must have a schedule for it to be legally destroyed.



Retention Schedules (2)

Retention is determined by evaluating the historical, legal, administrative, and fiscal value of the information in a record.

Retention is determined by the **content** of the record, not the format.



Retention Schedules (3)

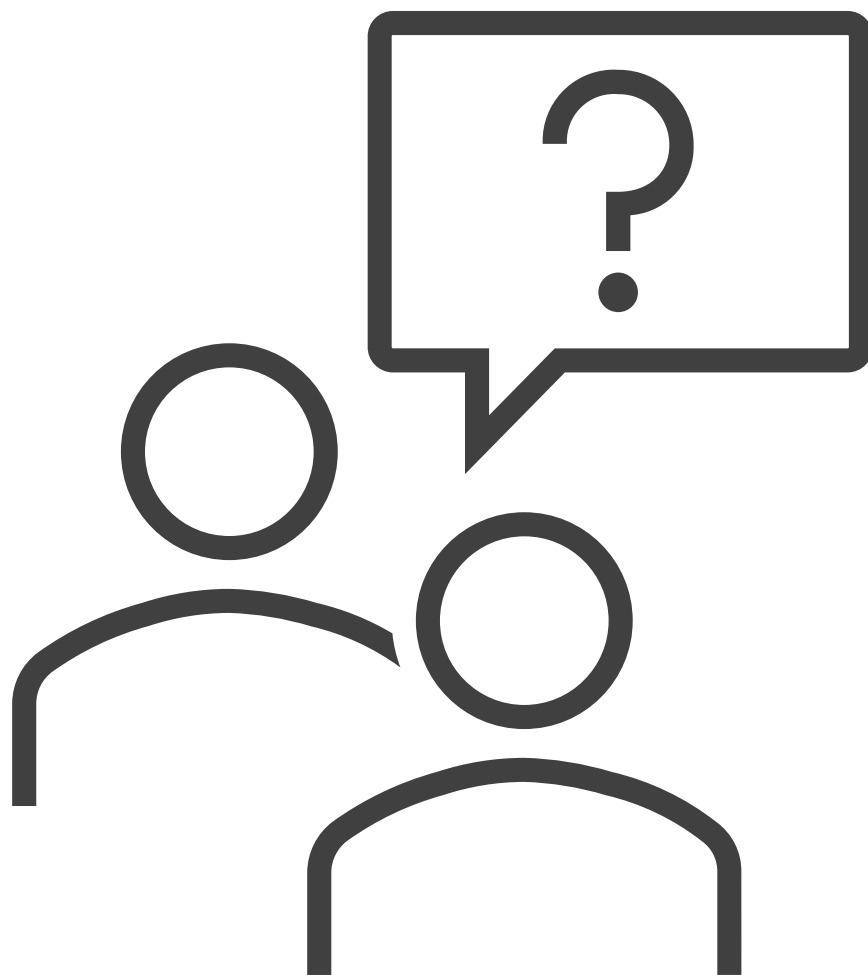
Government is dynamic, schedules are dynamic.

Two internal Georgia Archives reviews.

SRC approves the revisions in April or October meeting.

Schedules go in effect once approved.



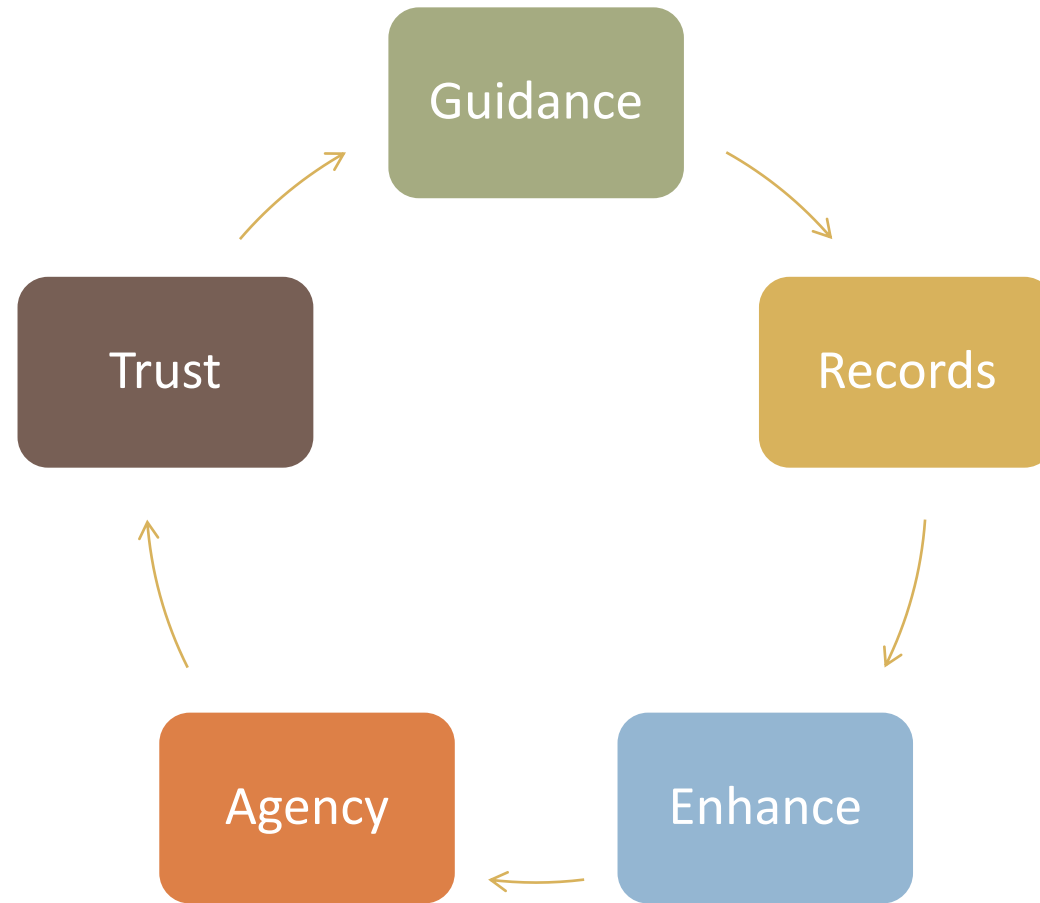


TRUST

Trust is achieved when records are properly managed, secure, and accessible.



The GREAT Cycle



Practical Applications

Organization of Records



Compliance Audits



Staff Training on Records Management



Security and Access

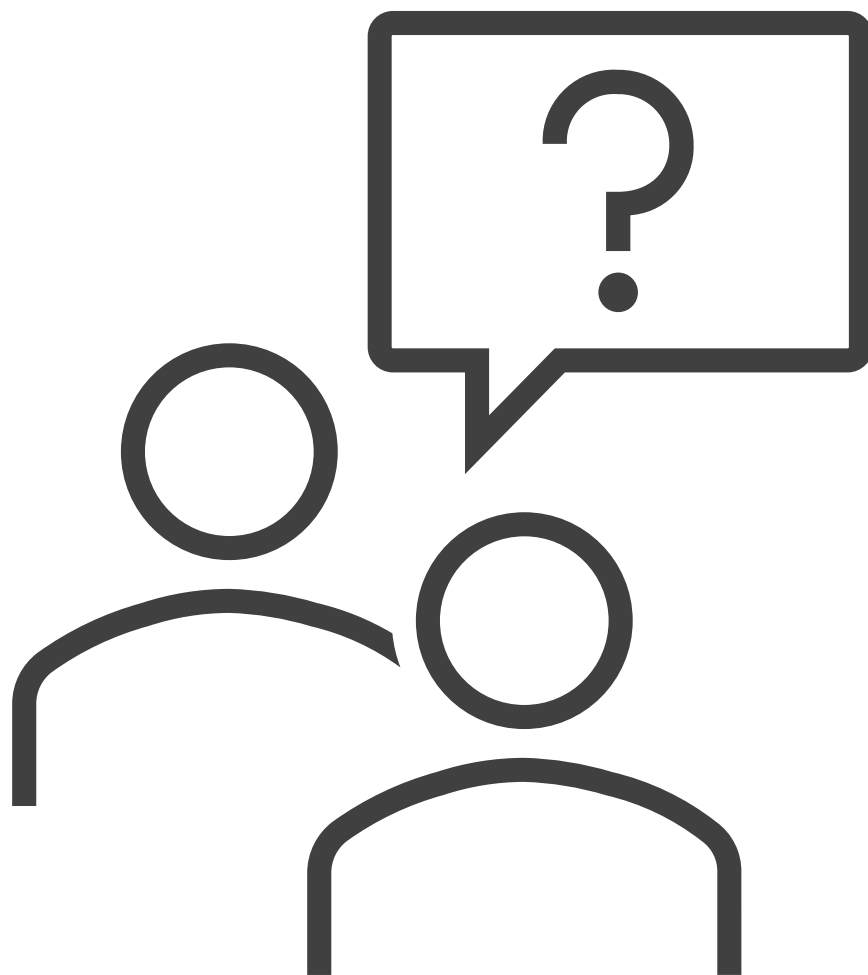


Retention and Disposition Planning



Inter-Agency Collaboration





Training

Basic Records
Management

Records
Management Officer
Training

Records Inventory

Digitizing Records

Electronic Records

Disaster Planning

State Records Center

Georgia Archives

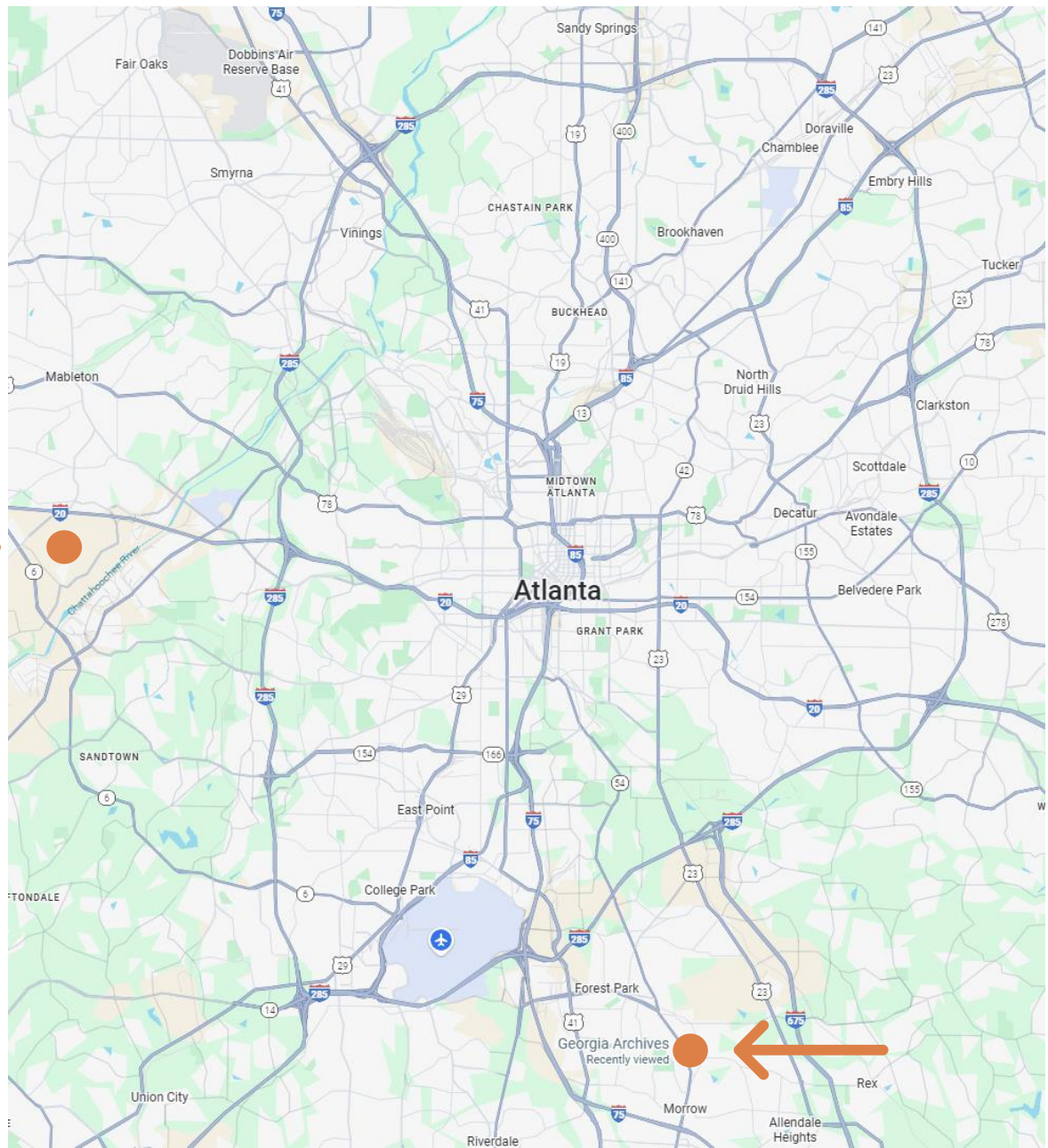
Permanent Records
Transfer Ownership of Records
No Cost to Agency



State Records Center

Temporary Records
Records Belong to Agency
Fees





State Records Center

O.C.G.A. § 50-18-94(5)

DESTRUCTION
SERVICES



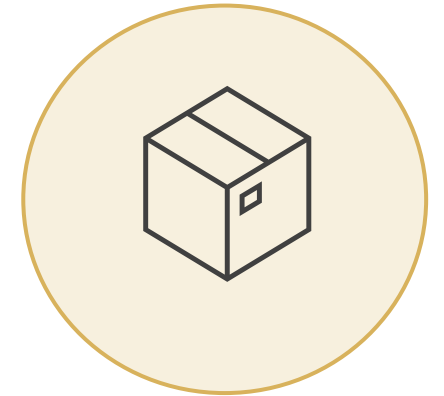
SHRED PAPER
RECORDS



\$0.70 / MILE
\$38 / HOUR



\$5.65 PER BOX
ANNUALLY



Contact Information

Records Management

Christine Garrett

Manager of RM

christine.garrett@usg.edu

Rebecca Wood

Records Professional

rebecca.wood@usg.edu

Georgia Archives

Christopher Davidson

State Archivist

christopher.davidson@usg.edu

Hendry Miller

Collections Manager

hendry.miller@usg.edu

State Records Center

Randy Fullington

RC Manager

Teresa McClendon

Admin. Assistant

StateRecordsCenter@usg.edu



Thank You