



CITY OF GAHANNA

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# Records Program Transformation

## What is the purpose of a records program?

- ▶ Catalogue records
- ▶ Retain & Dispose of records
- ▶ Coordinate offsite storage and archived record retrieval
- ▶ Process record requests
- ▶ Educate record keepers

## What did this program look like in prior years?

- ▶ Centralized - high volume of work
- ▶ Paper intensive
- ▶ Accumulation of records not catalogued
- ▶ Records requests were time intensive (backlog of requests)
- ▶ Retention schedules were outdated

## Review & Research Period

How can we be more efficient/effective?

- ▶ Is the records program appropriate for one person to manage?
- ▶ Can we maximize/improve accessibility and transparency?
- ▶ Are we retaining/managing records appropriately?
- ▶ How do we clear up the backlogged work?

## ...review & research continued.

- ▶ Consulted with experts in the field: Ohio Attorney General's Office, Ohio History Connection (formerly, Ohio Historical Society), Auditor of State's Office
- ▶ Looked to our neighboring cities to determine how they were managing their records programs
- ▶ Met internally to assess records with each department

# Action Plan

- ▶ Collaborate with Administration to shift ownership of records back to the departments, as they are the experts for their own records
- ▶ Begin scanning most frequently accessed records into software for easy retrieval
- ▶ Create modern retention schedules
- ▶ Records Commission to approve all updated schedules
- ▶ Work with internal record keepers to catalogue/organize their records and complete pending record requests
- ▶ Establish & coordinate education sessions for employees

# Accomplishments

- ▶ Record responsibilities were distributed to include departmental record keepers/experts
- ▶ Records are being retrieved and delivered more quickly to internal and external customers
- ▶ Employees and the public can now access the record retention schedules and submit record requests online
- ▶ Record requests are now logged automatically when submitted online
- ▶ All records are managed by current policies, fee schedules and retention schedules

## Sustainability

- ▶ Annual department review of retention schedules
- ▶ Manage record disposal/preservation to policy
- ▶ Provide records training to new employees
- ▶ Provide continuing education opportunities to employees





## In Closing...

Thank you to the following:

Directors & Staff

Records Commission

Council

Mayor