



# City of Gahanna

## Meeting Minutes

### Records Commission

200 South Hamilton Road  
Gahanna, Ohio 43230

*Ray Mularski, City Attorney, Chair*  
*April Beggerow, Clerk of Council*  
*Joann Bury, Director of Finance*  
*Laura Dachenbach, Resident Member*  
*Kari Hawk, Resident Member*  
*Laurie Jadwin, Mayor*  
*Kevin Schultz, Information Technology Manager*

*Krystal Gonchar, Deputy Clerk of Council*

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Tuesday, October 13, 2020

4:00 PM

Gahanna Senior Center

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#### A. CALL TO ORDER/ROLL CALL

Chair Ray Mularski called the meeting to order at 4:13 p.m.

**Present:** 7 - Joann Bury, April Beggerow MPA CMC, Laurie A. Jadwin, Raymond J. Mularski, Kari Hawk, Laura Dachenbach and Kevin Shultz

#### B. APPROVAL OF MINUTES

[2020-167](#)

Records Commission Meeting Minutes for January 14, 2020.

**A motion was made by Bury, seconded by Beggerow, that the Minutes be Approved. The motion carried by the following vote:**

**Yes:** 7 - Bury, Beggerow, Jadwin, Mularski, Hawk, Dachenbach and Shultz

#### C. ITEMS FOR APPROVAL

[2020-166](#)

Proposed City-Wide Record Retention Schedule

Mularski read email correspondence from a resident, Sharon Montgomery, which included a comment about the difficulty of reading the attachment due to its orientation; she was also concerned with the retention period of "until no longer of administrative value" and wanted to know who would determine that; she also stated that there was a "Zoning Maps" reference to a series number on the Council Schedule that does not exist. Mularski then called on Gonchar to present the proposed changes to the record retention schedule.

Gonchar stated that when record series are added, the numbering

changes, so she must not have corrected the numbering on the Zoning Schedule when the Council Department was renumbered; would correct that mistake; stated that the document attached could be uploaded with landscape orientation. Regarding the use of "until no longer of administrative value" the department responsible for the records is responsible for determining what that value is. The purpose is to allow for flexibility because the retention needs could change depending on the circumstances or the record.

Gonchar reviewed the items added to the general schedule; stated that the city has a working drone, and in anticipation of its use, had a need to add the data generated; because it could be used by multiple departments such as IT for GIS mapping, or Parks & Recreation for photos, for example, this was added to the general schedule rather than the IT Department. Because of the use of instant messaging and text messaging from working remotely, there was a need to add texts and chats under general correspondence. Since meetings have moved to a virtual environment, there was a need to add meeting videos; for meetings such as Council, which are generated through and stored in the legislative software, felt there was a different retention warranted from other various meetings that may not have historical value. Clerk Beggerow researched how long other government agencies were retaining their videos and there was nothing consistent; it was determined that 10 years was a conservative time frame since it was not too long to be concerned about converting digital files, but not too short for relevancy. As a reminder, the written meeting minutes serve as the official record. Lastly, request logs were accounted for twice on the general schedule, so that was removed; and responses were added since those are also kept for 12 months.

Regarding the council department changes, liquor control and MORPC records were removed; process for liquor permit requests changed and they are no longer presented to council as motion resolutions; Department of Liquor control is responsible for retaining their records and so those can be requested from them; additionally, MORPC publishes their meeting agenda packets on their website.

Mularski asked if there were any questions or concerns with the changes. There were none.

**A motion was made by Jadwin, seconded by Bury, that the proposed Record Retention Schedule be Approved. The motion carried by the following vote:**

**Yes:** 7 - Bury, Beggerow, Jadwin, Mularski, Hawk, Dachenbach and Shultz

## **D. ITEMS FOR DISCUSSION**

Jadwin stated that she believes there is a need to add an item to the retention schedule, for recorded customer service phone calls. Mularski asked what the purpose of the recording is. Jadwin stated that this was for quality assurance. Mularski verified that a disclaimer would be added when calling in on those recorded lines. Jadwin and Shultz confirmed. Jadwin stated that the recordings would be for customer service only. Dachenbach stated that she read public comments on a site, which may have prompted the need for recording customer service calls. Jadwin stated that this would be primarily for Utility Billing, and customer service calls to reception.

There was a discussion about how to obtain the recordings, and who would be responsible for generating the records, and who would be the custodian of the records, the phone vendor or the city. Shultz stated that he is able to access the recordings by logging into the vendor's system. It was determined that the record series should be added to the schedule, and Shultz would contact the vendor to set the retention at 30 days. It was determined to add the series to the general schedule since multiple departments would be utilizing the recordings.

#### [2020-166](#)

#### Proposed City-Wide Record Retention Schedule

**A motion was made by Beggerow, seconded by Dachenbach, that the proposed Record Retention Schedule be Approved, as amended, to include the record series Customer Service Call Recordings, on the General Schedule, to be retained for 30 days. The motion carried by the following vote:**

**Yes:** 7 - Bury, Beggerow, Jadwin, Mularski, Hawk, Dachenbach and Shultz

## **E. OFFICIAL REPORTS:**

### **1. - Records Coordinator**

Gonchar provided an update on the Content Central project; stated that in the beginning of the year, we began transferring archived records from Intellivue to Content Central; remaining files to be transferred include HR files and Planning Commission Case Files; expect this project to be complete by end of year; have had training with the vendor, staff from the PD, IT, April, and Council Office; we will be available to train additional city staff as needed in the future; next steps include transferring HR files from Intellivue to Tyler (Finance using this program); all HR files will be in one software as opposed to two separate ones; more efficient for staff; once Planning Commission files are accounted for, will work with Marketing & Communications Team to make the portal available on the City website so that the archived records are accessible to the public.

**F. COMMENTS, ITEMS NOT ON AGENDA: None.**

**G. NEXT MEETING**

Tentatively scheduled for Wednesday, January 27, 2021, at 4:00 p.m.

**H. ADJOURNMENT**

At 4:43 p.m.