

## 2019 Annual Report - Records, Archives and Information Management Services (RAIMS)

The Records and Archives Center continues to be a popular place for storage of permanent and non-permanent records. During 2019 we received 920 cubic feet of records from the various departments and were able to destroy 213. Many of the incoming documents are listed as permanent which means they can only be destroyed after being converted to electronic and microfilm formats. With the newly acquired county-wide electronic content management we have seen a change in workloads and the beginning of the paradigm shift from paper to electronic format. It is a slow process because the quality control portion of this endeavor has to be extremely accurate before anything is destroyed. We also have to adhere to certain laws that relate to records management procedures.

The two Document Specialists, Kris Martin and Robin Cuppernell have excelled in mastering the functions of the Hyland Onbase records management system. As we move through different departments introducing the system; Kris and Robin have prepped, scanned and indexed 13,000 documents of Veteran's Discharge Letters (A-M); 6,506 records of 2017 Sheriff Arrests/Incidents; 42,000 Sheriff index cards(R-Z); 7,887 records of 2018 Sheriff arrests records and uploaded them all to Onbase. They indexed 448 folders of District Attorney files and prepped 91 record center boxes of their records. They re-indexed and corrected 10,620 documents of Human Resources records. Robin scanned and indexed 52,290 documents of DSS Medicaid/SDX/Auto Aswi Robin continued working with the historical records by scanning 5,615 pages of Wills and 1975 Sheriff Arrests (887 documents). . Kris microfilmed 15 rolls; which is approximately 56,413 images. They included County Clerk records, Finance; Payroll and Treasures tax rolls. Without this compression (microfilming) of records, the Records and Archives Center would have added 40 additional cubic feet to storage; all of it for permanent retention.

In 2019, Casey Maves, the RAIMS records clerk/document specialist retrieved 2140 files for the different departments which eventually are returned and put back in storage. In addition there were 2249 inter-filings. These are documents that need to be added to existing file folders, mostly from the County Clerk, District Attorney, Sheriff's Office and Family Court. This position is also in charge of shelving incoming boxes, notifying departments when records are due for destruction, and for pulling document boxes to shred the content. Casey inventoried the record boxes that were sent to the vendor to be scanned approximately 600 boxes. Casey has joined the Ontario County's Wellness Committee.

The staff at RAIMS has worked with the Surrogate Court this past year in order to have the permanent surrogate court records 1934-2008 scanned. The Unified Court has their own electronic record system; however the paper copies were stored at RAIMS. RAIMS inventoried all 567 boxes of records and coordinated with the vendor for pick-up and delivery. As a result, RAIMS was provided a copy of all the scanned records. Surrogate records may include wills, bonds, petitions, accounts, inventories, administrations, orders, decrees, and distributions. These documents are extremely valuable to researchers, abstractors and genealogists. As it stands the very old ones (1789-1933) are still in paper form because of their fragile conditions; however the rest are scanned and will be easily assessable and the paper copies will eventually be destroyed and free up space in our vault. This is a perfect example of two departments working together to meet their individual goals

We sponsored 2 NYS Archives workshop entitled “LGRMIF Grant Application Information Session” and “How to Process and Purge your Inactive Records.” We made visits to different departments in order to review their records to make sure they comply with state mandated retention schedules.

To continue with our public service, Brooke Morse, Assistant RMO, answered 262 email reference questions and 23 mail inquiries and 210 telephone inquiries. We also served 114 in-house researchers. With the upgrade of our website this year Brooke has continued to update our website with more searchable record indexes. She has steadily worked on processing some of the older Court records in order to open up another avenue for researchers to explore. Brooke has singularly tackled the ins and outs of the Minus Financial System. She has been active on the Eco-Hero committee this year.

In October, to recognize Archives Month, the staff constructed and displayed the exhibit: “Counting America; The History of the Census. This year our historical exhibit was brought into the present by Census 2020. Preston Pierce, County Historian gave a short lecture on how the statistics taken from the census can be used for different studies.

RAIMS was awarded a LGRMIF grant this year for \$149,818 in order to scan 3 of our departments’ records and upload them into the ECM and to establish a Shared Service with the Town of Manchester by scanning the town’s records and hosting them on our new system. This is the second town we host and has proved to be a benefit for the towns that would not normally be able to afford this robust system.

The internship program continued this summer with Leslie Mast, a graduate student SUNY at Brockport. She worked with historical records indexes specifically the old coroner’s reports. She has continued to work here this past semester. In addition to the summer intern, volunteers completed 983 hours of work, composed mostly of data entry. We were very fortunate this year by having 7 of them working different hours, even some worked remotely. Brooke was instrumental in supervising and coordinating their workloads. Without the work of these wonderful individuals many of our projects would still be unfinished.

The RMO continued to add public records and new users to DocuShare. She has continued her work with the Steering Committee on the OnBase System. RAIMS is very excited about this venture because it will create workflow processes and reduce the duplicate copies found in different departments. The same principles of caring for our paper records will be applied to electronic records; therefore RAIMS will be in great focus during this paradigm shift. RAIMS will be the primary department that will convert all the back files of all the County’s departments to digital images and still oversee the retention and deposition of the records.

FOIL requests is another duty that keeps RAIMS busy. Handling FOIL request occupies 65% of the Records Access Officer’s time; however since a new FOIL workflow process was created in the Spring 2019 through the OnBase System; we hope to see a reduction in time spent performing this duty. The total number of FOIL request replied to this year was 543. Many thanks to the County Attorney’s Office, particularly, Meghan Maslyn, the DA Jim Ritts and the Sheriff’s Records Center, especially Casey Buckner and Erin Holley and Amy Hoose for their help in answering these requests.

The RMO attended the annual NYALGRO (NY Association of Local Government Records Management Officers) conference at Alexandria Bay-June 2-5, 2019. She has served as Treasurer for the organization the past 5 years.

Elizabeth Alcivar, part-time clerk retired January of this year.

I want to take this opportunity to thank the RAIMS staff for all their work, the Board of Supervisors and the County Administrator and staff for their support of the Department of RAIMS.

**THE STAFF:**

*Rosemary Switzer, Director and Records Management Officer and Records Access (FOIL) Officer*

*Dr. Preston Pierce, County Historian (PT)*

*Brooke Morse, Assistant Records Management Officer*

*Casey Maves, Document Specialist*

*Robin Cuppernell, Document Specialist*

*Kristine Martin, Document Specialist*