

2020 Annual Report - Records, Archives and Information Management Services (RAIMS)

The year 2020 was certainly a new experience for all. It left many exhausted and many with the feeling of loss as we all battled COVID 19; racial injustice and political unrest. May we hope for a better 2021 full of health, a feeling of calmness and sense of optimism that will become part of everyone's day.

Although the department followed the protocols and procedures during this unprecedented time RAIMS still continued to be a popular place for storage of permanent and non-permanent records. During 2020 we received 660 cubic feet of records from the various departments and were able to destroy 148. 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 continued to excel 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 (N-Z); 45,000 documents of Sheriff Arrests/Incidents including Warrants. They prepped 200 record boxes of District Attorney Files and 25 boxes of Probation and Human Resources files. Robin continued working with the historical records by scanning indexing 42,500 pages of Lunacy certificates. They quality checked all of the images that were scanned by the vendor and departments and corrected some of the indexing. The records included departments from Human Resources; Sheriff Office; Veterans; Probation; District Attorney and the Town of Manchester's code enforcement records.

In 2020, Casey Maves, the RAIMS records clerk/document specialist retrieved 1932 files for the different departments which eventually are returned and put back in storage. In addition there were 1260 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. As the DA's Office is set up with the OnBase System, Casey will scan their interfiles in order to have a complete electronic file. 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. He also scanned and indexed records from the County Administrators' Office and uploaded them into the OnBase System. Casey is a member of the Ontario County's Wellness Committee.

The staff at RAIMS has continued working with the Surrogate Court this past year in order to have the earliest permanent surrogate court records 1789-1933(A-G) scanned. All the surrogate court records are housed in RAIMS. 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 these very old ones have to be

treated with much care and time when scanning; therefore the Courts could only have the records from A-G scanned. Hopefully the project will be completed next year.

There was a big change in the record management world. A new record retention schedule was presented to all local government agencies including school and fire districts. This ***Retention and Disposition Schedule for New York Local Government Records (LGS-1)*** is a single, comprehensive retention schedule covering records of all types of local governments. It consolidates, revises and supersedes the *CO-2, ED-1, MI-1, and MU-1 Schedules*. The County adopted this new schedule by resolution and the staff at RAIMS introduced it to each department explaining the changes and additions particular to their department records. Additionally two virtual workshops presented by the NYS Archives were held to help instruct how the schedule could be accessed and used.

To continue with our public service, Brooke Morse, Assistant RMO, answered 320 email reference questions and 10 mail inquiries. This year of course, the number of in house researchers was down; however reference questions by email and our new online research request workflow have gone up by 25%. With the upgrade of our website this year Brooke has continued to update our website with more searchable record indexes. In particular, we have added a section to our website under Educational Resources; Division of Ontario County into Towns. It includes the date that each town was established; and the actual petitions that were presented to the Court of Sessions. Dr. Preston Pierce, County Historian has written an introduction explaining the process of establishing the towns and some of the issues that occurred during that time. Brooke has steadily worked on processing some of the older Court records in order to open up another avenue for researchers to explore. She has singularly tackled the ins and outs of the Munus Financial System. She is a member on the Eco-Hero committee.

In October, to recognize Archives Month, RAIMS holds an Open House and displays a new exhibit. We were unable to do so this year; however we constructed an online exhibit; **Outbreak: Major diseases in 20th and 21st centuries that influenced societal changes in Ontario County**. It can be found on RAIMS website in Educational References and Links.

RAIMS was awarded a LGRMIF grant for 2019-2020 for \$149,818 in order to scan 4 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. Due to the pandemic the deadline for the grant was extended to December 2020 (instead of June) and we were able to complete the work and close the contract.

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. The total number of FOIL request replied to this year was 550. Many thanks to the County Attorney's Office, particularly, Matt Turetsky, the DA Jim Ritts and the Sheriff's Records Center, especially Felicia Griffin, Sue McCrystal and Amy Hoose for their help in answering these requests.

The RMO serves as Treasurer for NY Association of Local Government Records Management Officers (NYALGRO).

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