



NEW YORK ASSOCIATION OF LOCAL
GOVERNMENT RECORDS OFFICERS

NETWORK

www.nyalgro.org

SUMMER 2013

Around the Archives

We've got some exciting changes and new products to help our local government constituents. At their March meeting the Local Government Records Advisory Council (LGRAC) recommended that the Archives' increase the amount of grant funding dedicated to shared services grants. At the 2013 grant review 40% of all available funds will be set aside for shared services grants. This will allow the shared services grant review panel to fund a large percentage of the grants.

Shared Services grants allow two or more local governments to apply for funds up to \$150,000 to build a permanent partnership that solves a shared records management problem. For example, a small local government could benefit from the use of an electronic content management system but may not have the expertise, resources, and technical infrastructure to properly implement and maintain it. However, if they can find a partner (or partners) who did have the expertise and resources to support the system, they could partner with that government and pay a small annual fee to help maintain the system.

This year the Archives received 28 shared services proposals and is planning on increasing the percentage of funds set aside for shared services each year for the next few years.

NEW OFFERINGS

In the next year you'll see some exciting new training offerings. First, a number of our most popular workshops were extensively updated:

- Managing Electronic Records
- Developing Records Management Policies and Procedures
- Digital Imaging
- Electronic Content Management Systems
- Electronic Content Storage
- Electronic Records Inventory

We'll also be offering some new workshops and webinars including Legal Aspects of Records Management a full workshop and four new one hour webinars:

- Records Management Essentials
- Microfilming
- Using PDF/A as a Preservation Format
- Records Management Applications

The PDF/A and Records Management Applications webinars will have accompanying advisories. Advisories are our short web-based publications. Other advisories to look for soon are Protecting Your Records and Archives from Fire Damage and Digital Data and Photocopiers.

And finally, in response to the many requests we've received for more webinar training, we'll be greatly increasing the number of webinar offerings this coming year.

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President's Message

Welcome Spring!

Now that spring has finally arrived we can look forward to our Annual June School *NYALGRO's Silver Anniversary: Celebrating 25 Years of Crystal Clear Records Management Training* being held in beautiful historic Corning, New York, June 9-11th, 2013. The board is excited to present the 2013 school to you and is continuing to work hard to create a valued learning environment that will provide you with the tools to make your records management skills soar in 2013 and beyond.

As I reflect on serving as your president of *NYALGRO* I realize what a great opportunity it has been—and I want to thank you again for placing your trust in me as we moved forward. Change is upon us as our organization grows and develops, and I am reminded of my very first school and the all I have learned and all the people I have connected with over the years. As I approach my final months as president I am reminded of how the organization has changed but there is always one constant . . . the networking and for me the number one reason for participating in this organization. There is nothing like the many people who have mentored and assisted me in the local government records management field. Although I will be stepping down at the end of this term I plan on being an active member of this wonderful organization!

Donna Mumbulo



Please join us on Sunday evening as we host our usual wine reception with wonderful New York State regional wines for our enjoyment. Then join me along with several past presidents on Monday evening at the *President's Reception* held before our annual banquet which will feature a speaker from the Corning Museum of Glass, the annual award announcements and something new this year—our after-banquet dessert reception.

A lot of effort is going into the 2013 Annual School and Anniversary special. Please join us this year whether you are a past, present or future member of *NYALGRO* and take advantage of a great learning and networking opportunity in the field of records management!

As you can see we have been busy and will continue to try and provide our members with some great learning opportunities. As always, if you have any ideas you wish to share please feel free to contact me or any of the board members.

See you in Corning!

Consider Serving on the NYALGRO Board

The Association is Looking for You!

The NYALGRO Association is looking for a few good local government records managers in the coming year who are interested in serving on the NYALGRO Board of Officers.

Some of the Association's current officers will be completing their final term of their office in the upcoming year and so it's time to recruit new records professionals to take their place on the board of officers.

Serving on the NYALGRO Board is not demanding but it sure is rewarding. As an officer on the board, you'll be taking a leadership position in directing the No. 1 association of local government records officers in New York State. In addition, you'll be establishing a close working relationship with the top records managers at the local government level in New York State.

Serving on the board will also improve your stature in your local government's organization as the decision makers in your government appreciate the way you are excelling in the local government records management field in New York State.

The time commitment to serving on the board of officers is fairly modest. The normally holds a full-day meeting in fall of the year in a central location in New York State to plan for the NYALGRO School being held the following June. In addition, the board holds a ½ day meeting a few months before the School to make the final arrangements for the school. Then, one other board meeting is held the day after the School at the site of the School to evaluate how the School went. The rest of the board's work is done remotely at your home location.

At NYALGRO, we want you as an officer of the association so if you are interested in being an officer, please contact a member of the board. They will be glad to talk you about becoming a NYALGRO board officer!

—James M. Tammaro, Adjunct Professor, SUNY Buffalo

New Technical Advisory

*NY State Archives to Issue New Technical Advisory
on Records Imbedded in Photocopy Machines*

Many of us are not aware that photocopiers have a built-in hard drive or flash memory that captures a digital image of every page they print. The reason is that when we make multiple copies of the same page it's more efficient to take the picture once. That one image is a kind of master from which an infinite number of additional copies can be made by the same machine. High-end digital copiers manufactured since 2002 and contemporary print-copy-scan-fax (even conventional fax) machines may be affected.

What happens to the information captured on this hidden computer when a copy machine is put out for salvage, returned to the company it was leased from, lost, stolen or given away? For State, federal or local government, the legal implications may be serious if not staggering. There is an immediate concern that protected information like personal identifiers may fall into the wrong hands and lead to criminal identity theft. Records subject to national and statewide privacy laws may be exposed, resulting in violations of the confidentiality of both individuals and the organization. At the very least, this could be a public relations nightmare and mean loss of a government's good name and the public trust.

The new Technical Advisory will address the implications of this problem for government officials, and attempt to answer a series of practical questions.

- How can we find out if the photocopiers in our offices have internal hard drives with long term memory?
- What can we do about taking control of the information that has been recorded before we return a leased copier or replace an old one?
- How serious is this? Must we add the records imbedded in copy machines to those we include in our ongoing programs for Records Management?

—Gail A. Fischer

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My Experience about Selecting an ECM (Electronic Content Management) System for my Organization

I have learned so much in the past six months about what my organization needs for an ECM system, how to solicit vendors to reveal their systems that can “solve all our problems”, and how to develop procedures and processes. Of course this will all happen while keeping our operations running without a hiccup on my campus. Who am I kidding? This is a major expense and commitment intending to solve issues for records retention, email management, document management, workflow, and so much more—right? Even though the choice of software and its accompanying hardware to perform these processes is important; acceptance, implementation and training by those who will be using it is crucial. The human factor, to me, is part of the equation to make or break the success of using a new software system, and cannot be ignored.

Last fall I was invited to sit on a fifteen member committee that would decide which ECM system to be purchased for campus wide implementation over a period of six to eight years. The group met for 2 to 3 hours every week, and we also conducted four onsite visits to campuses using software that we were interested in. The amount of work was overwhelming, but necessary to make a final decision and present our vendor recommendation to the college's executive council for its final approval. The council was very impressed with our in-depth presentation and documents to support our conclusions and vendor choice. The committee's hard work and dedication to the study was evident during the entire six months, and the knowledge I gained during this process is priceless. I attribute the success of the committee to having key personnel from different departments of our campus and having a chair and co-chair keeping us on task and in compliance with our established timeline.

So if your organization is discussing the idea of purchasing an ECM system, I would be open to talk with you about my experience.

—Gina Doty, SUNY Plattsburgh Records Manager
and NYALGRO Executive Board Member



NYALGRO 2013

Join us in Celebrating our
Silver Anniversary

25

*Years of Record
Management Training*

Radisson Hotel, Corning

Sunday, June 9 through Tuesday, June 11, 2013

Three Questions to Consider When Planning For the Improvement of Local Government Electronic Records

This is the first installment of a series of articles offering guidance to local government records managers wishing to plan for improving the management of local government electronic records. Look for further installments in upcoming issues of the NYALGRO newsletter.

One of the biggest challenges facing local government records managers continues to be how to effectively manage the electronic records held by their government. While the concepts associated with managing these electronic records can sometimes seem complex, a good starting point to plan for the effective management of the government's electronic records seem to lie in considering some basic questions regarding the government's electronic records.

THE QUESTIONS ARE

1. *Which employees are creating electronic records in the local government? Does the RMO routinely determine which staff are creating electronic records and the types they are creating? Is there any policy in place for employees to routinely contact you if and when they start using electronic records?*

Before you can establish policies and procedures to more effectively manage electronic records, RMOs need to have some type of knowledge about the electronic records being produced. In addition, due to the ever-increasing number of electronic systems creating new electronic records, RMOs need to keep current on new types of electronic records being created or received in various local government offices.

Further, the local government RMO doesn't have to be an electronic records *expert* but he or she should know if any current in-department policies have been established regarding the electronic records being used in a department before the records manager tries to establish an organization-wide series of policies and procedures regarding the management of electronic records.

2. *Are offices/employees taking the necessary steps to back up their electronic records on a regular basis? If so, are the back-ups stored offsite? If the back-ups are stored offsite, where are they being stored?*

One of the basic practices of establishing a good system for preservation and general management of electronic records is backing up the electronic records and storing the backup records offsite.

In view of the above, the RMO attempting to improve the management of electronic records in his or her government should at least know if the records are being backed up and where the back-ups are being stored. Documenting this information could be essential in the event of a records disaster affecting the government's electronic records and might prove to be an asset to reduce the risk to the government's electronic records.

3. *Do the electronic records being produced by local government meet the New York State Archives Guidelines? Are "standard" file types being used for various electronic records?*

A logical step to take toward improving the management of a local government's electronic records including their preservation would be to determine if those electronic records being produced by a government's employees meet the NYS Archives guidelines.

For example, for digital images being produced or held by the local government are they in a TIFF format or another format approved in the latest version of the *New York State Archives Imaging Production Guidelines*?

If it's determined the digital images held by the government are not meeting the above guidelines, an effort can be made by the government to migrate the digital images to an approved format for example from the JPEG format to the TIFF format. That way, the government will be making some effort to preserve these electronic records in an approved format.

For other electronic records such as word-processing files, which are only being maintained electronically, an effort should be made to make sure the official copy of those records are maintained in a standard format such as American Standard Coding Information Interchange (ASCII), Unicode, Rich Text Format (RTF) or PDF/A. By taking measures to standardize the formats for the government's electronic records, the government will be improving the management of those electronic records.

Managing electronic records at the local government level poses some unique challenges for record management officers. Hopefully, (a) by considering the above questions regarding the electronic records in their governments, (b) determining the answers to those questions and (c) acting on the information found, RMOs will be able to make a good-faith effort to improve the management of electronic records at the local government level. Hopefully, those efforts will be recognized and appreciated by local officials in the government.

Again, look for three additional questions to ask in the next edition of the NYALGRO newsletter.

—James M. Tammaro, Adjunct Professor, SUNY Buffalo



ARMA Northeast Region Leadership Conference Coming to Buffalo

This year, the Association of Records Managers and Administrators (ARMA) Northeast Region Leadership Conference will be held June 7-8 in the City of Buffalo. This is the first time this ARMA Conference is being held in Buffalo which is something all WNY ARMA Chapter members can be proud of. There will be a number of officers from other ARMA Chapters throughout the Northeast attending this conference along with some of the leaders from ARMA International.

The actual conference sessions will be held at the Delaware North Company Offices, 40 Fountain Plaza, Buffalo, NY 14202 with overnight attendees staying at the Buffalo Hyatt Regency Hotel.

Please note, this conference is focused on what it takes to excel as an ARMA Chapter Officer rather than on core records management topics. So those interested in getting involved in an ARMA Chapter (Western New York, Central New York, New York City, etc.) position might be interested in attending this conference.

For more information, contact Jim Tammaro, WNY ARMA Chapter President, at 716-479-5509 or at jmtmls@gmail.com.

SUNY Buffalo to Offer Records Management and Advanced Archives Management Courses During Fall Semester

The State University of New York at Buffalo, Department of Information and Library Studies (DLIS) will be offering a *Records Management* course this fall as well as an *Advanced Archives Management* course during the fall semester as part of its efforts to provide additional training for Masters in Library Science (MLS) students interested in pursuing positions in the archives and/or records management fields. However, the two courses are non-matriculating courses which means individuals not in the MLS program can still register for and take the courses.

The *Records Management* course will cover the following categories of records management (a) Records Management program organization, principles, and concepts, (b) Active records systems, (c) Inactive Records Systems, storage and retrieval, (d) Records appraisal, retention, protection and disposal, (e) Electronic Records Systems, (f) Information gathering and analysis and (g) Records Management program administration

The *Advanced Archives Management* course is a new course designed to build on the existing *Introduction to Archives Management* course and compliments the *Records Management* course being taught at the University. Both courses are being taught by James M. Tammaro, an adjunct professor at DLIS and who worked for the New York State Archives for 21 years before retiring from his position at the State Archives last October. For more information, contact James Tammaro at jmtmls@gmail.com.

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Corning, New York

Corning is a beautiful city located on the Chemung River. It has a population of about 12,000 people and it is named for Erastus Corning, an Albany financier and railroad executive who was an investor in the company that developed the community.

The first settlement in the town of Corning was made near the site of the future city in 1796. The community was set apart from the town as a village in 1848. Corning was incorporated as a city in 1890. As the glass industry developed, Corning became known as the *Crystal City*.

The Corning area's first real industry was lumber. The first settlers used the area's river systems to transport logs and finished lumber in fleets downstream to buyers. This gave rise to large mills which helped to develop the area. Rafting of lumber began to wane as timber was depleted. At one time the mills of the Corning area were reputed to be among the biggest in the world. After the lumber was depleted the great mills moved north to new forests.

Corning is famous for its museum, The Corning Museum of Glass. It is dedicated to the art, history and science of glass. It was founded in 1951 by Corning Glass Works and currently has a collection of more than 45,000 glass objects, some over 3,500 years old. However, there are many other attractions and charms in this area. Please click on this link for just a few:

<http://www.tripadvisor.com/Attractions-g47538-Activities-Corning-Finger-Lakes-New-York.html>

We hope you will enjoy your stay!

