Recruiting and Working with a Records Management Consultant

By James M. Tammaro
For the
NYALGRO Annual Conference
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Why Hire a Records Management Consultant?

- **They can save you money**
  - When compared to hiring an employee
- **You don't have employees with the expertise or experience you need**
  - They provide expertise in various aspects of records management and archives programs
- **They can save you time**
  - By developing various products in a fairly short amount of time

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Why Hire a Records Management Consultant?

- **They can be an asset in promoting an archives or records management program**
  - The influence associated with an "outside expert"

- **Their products can help strengthen a records management grant application**
  - Services provided or products developed by a consultant with expertise can lend more authenticity to a grant application

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Analyzing the Types of Consultants – I
Full-time vs. Part-time

- **Full-Time**
  - **Advantages**
    - Larger staff
    - Possibly quicker response time
    - Possibly greater fields of knowledge
  - **Disadvantages**
    - Higher cost
    - Possibly slower response time
    - Not focused solely on your project

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- **Part-Time**
  - **Advantages**
    - Focused solely on your project
    - Possibly quicker response time
    - Lower cost
  - **Disadvantages**
    - More limited field of knowledge
    - Possibly slower response time

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Where to find consultants? - I

- **Contacting professional associations**
  - ARMA - https://armabuyersguide.org/
  - SAA - https://www2.archivists.org/consultants
  - MARAC -
- **Contacting NYS Government associations**
  - NYALGRO
  - New York State Town Clerks
  - New York State County Clerks
  - NYCOM

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Where to find consultants? - II

- **Contacting other local governments**
  - Through their state-wide associations
  - Through county associations
  - Networking
- **Contacting NYS Archives staff**
  - Regional Advisory Officers
- **Ask a grant writer**
  - They sometimes interact with consultants
  - Their clients may have used a consultant
  - Their clients might know of a consultant

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Working with the Consultant

- **Sign a contract or agreement**
  - A way to achieve precision and clarity
- **Form a project team**
  - Local government staff working with the consultant
- **Develop good lines of communication**
  - Regular contacts between the project team and consultant
- **Provide the necessary feedback**
  - Ensures the deliverables are tailored to your government

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What to Expect from the Consultant

- **A genuine interest in your project**
- **Sticking to the proposed timeline**
- **Good organizational skills**
- **Good communication skills – written and oral**
- **Well written products**
- **Assistance in promoting the proposed projects**

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Taking Full Advantage of What the Consultant Produces for You

- Incorporate the consultant into your promotion strategy
- Use any report or documentation as the basis for moving ahead
- Draw on the expertise

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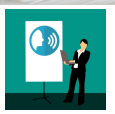
What a Records Management Consultant Can do for You

- Develop an Implementation Plan for a RM or Archives Program
- Manage an Imaging Project
- Oversee an inventory Project
- Develop Customized Records Schedules
- Objectively Analyzing an Existing RM Program
- Develop a Plan for Arranging and Describing Archival Records
- Develop various Products for the RM Program
- Conduct a Targeted Training Program



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What a Records Management Consultant Can do for You

Develop an Implementation Plan for a RM or Archives Program

- **The Implementation Plan**
  - ❑A Step-by-step outline on how to establish a RM or Archives Program
  - ❑Identification of resources needed
  - ❑Listing of priorities
  - ❑Recommendations as to where to get the resources
  - ❑How to promote the program
  - ❑ How to develop support for the program
  - ❑Appendices containing supporting information

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Manage an Imaging Project

- **Assistance in Managing a Project**
  - Providing technical assistance in selecting imaging vendor
  - Ensuring the images produced meet the State Archives Guidelines
  - Teaching staff on document preparation
  - Overseeing various quality-control issues
  - Developing a standard operating procedure manual

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Oversee an Inventory Project

- **Managing the Inventory Project**
  - Develop a plan for the project
  - Train the inventory clerk
  - Provide direction and guidance to the inventory clerk
  - Analyze the data from the records inventory
  - Make recommendations based on the analysis
  - Assist the inventory clerk in carrying our the recommendations

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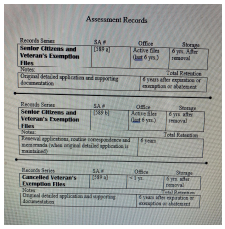
What a Records Management Consultant Can do for You
Develop Customized Records Schedules

➢**Producing Office Schedules**

- ❑ Meet with department representatives to analyze the records
- ❑ Draw on existing records schedules for development of office schedule
- ❑ Develop an office schedule
- ❑ Train staff on use of the office schedule



Assessment Records

Records Series	SA #	Office	Storage
Senior Citizens and Veteran's Exemption Files	[589 g]	Active files (last 6 yrs.)	6 yrs. After removal
Notes:			Total Retention
Original detailed application and supporting documentation		6 years after expiration or exemption or abatement	

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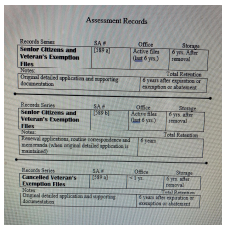

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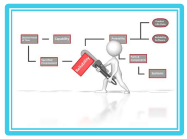
Analyzing an Existing RM or Archives Program

➢**Getting an Objective Analysis of an Existing Program**

- ❑ Meet with the records manager and department representatives
- ❑ Tour various offices and interview staff about records management
- ❑ Produce a first draft of a report of findings and recommendations
- ❑ Produce a final report of findings and recommendations



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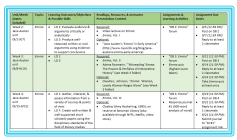
What a Records Management Consultant Can do for You

Develop a Plan for Arranging and Describing Archival Records

➢**Putting Together a Processing Plan**

- ❑ Meet with the archivist
- ❑ Inspect the archival records
- ❑ Determine the needs of the archives
- ❑ Develop a draft step-by-step plan for arranging and describing records
- ❑ Develop a final draft of the plan
- ❑ Possibly, work with archivist or other staff to carry out the work



Lab Week (Dates) Lab Activity	Topic	Learning Outcomes/Objectives Students will be able to	Readings, Resources, & Instructor Preparation Content	Assignments & Deadlines Activities	Assignment Due Dates
Week 1 (9-1-2015) Lab Activity: Lab 1	Arrival	• 1.1 Identify the elements of a record objectively (clearly or unbiased) • 1.2 Identify • 1.2.1 Practice self-reasoned written or oral responses to questions or arguments and factual statements • 1.3.1 • 1.3.2	Readings: • Lab 1 • Video lectures on Arrival Resources: Lab 1 Instructor: • Take students "Arrival" in Early Jamestown Exhibit (Jamestown Settlement) and Video (Jamestown Settlement)	• Take a journal • Lab 1	• Lab 1 due Wed 9-2-15 • Reflection Paper due Wed 9-2-15 • Reflection Paper due Wed 9-2-15 • Jamestown
Week 2 (9-8-2015) Lab Activity: Lab 2	Arrival	• 1.3.3 • 1.3.4	Readings: • Lab 2 • Karen Bannister, "Microarchival Zones: Ethnography, Place, and Disciplinary History" (see attach & folder) Resources: • Chambers, Johnson, Stirner, "Anxiety, Lonely Women Begin Where" (see Week 2 folder) Instructor:	• Take a journal • Lab 2	• 8-31-15 (5 PM) Post Lab 1 Work • 9-07-15 (5 PM) Post Lab 2 Work • Jamestown Exhibit Reflection Paper due Wed 9-9-15 • Pick Jamestown attached zone
Week 3 (9-15-2015) Lab Activity: Lab 3	Arrival	• 1.4.1 Analyze, interpret, & apply information from a variety of sources • 1.4.2 Identify and discuss well-supported, short-term and long-term strategies and plans (methods) of the field of library studies	Readings: • Wisely, Ch. 3 Resources: • Charles Wiley Rosenberg, (2001) on Arrival (see Week 3 folder) (2001 available through W-M, Netflix, video store) Instructor:	• Take a journal • Review Jamestown Exhibit and Video and analysis of it	• 9-14-15 (5 PM) Post Lab 3 Work • Reflection on Arrival due Wed 9-16-15 • 9-21-15 (5 PM) Post Lab 4 Work • Assignment Due for Week 4 assignment Tue

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What a Records Management Consultant Can do for You

Develop Various Products for the RM Program

- **Producing RM Resources**
  - A RM procedure manual
  - An electronic records procedure manual
  - Standard Operating Procedure Manual for an Imaging System
  - Standard policies for managing electronic records
  - Standard polices for utilizing hosted solutions/cloud computing solutions
  - Standard policies for utilizing social media products

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What a Records Management Consultant Can do for You

Conduct a Targeted Training Program

- **In-person or Online Training Programs**
  - The records management program in general
  - Using the a records schedule
  - Using and managing electronic records
  - Using and managing a new imaging system
  - Carrying out work with archival records

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A Word About Grant Writers…

- A type of Consultant
- Earlier points apply
- Examine how fees are structured
- Draw on subject-matter experts

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Questions?
THANK YOU!

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