



## **Meeting Summary**

**9:30 am – 11:30 am May 28, 2014**

State Records Center  
7590 New Market Street SW  
Tumwater, WA

**Workgroup Members Present:** Steve Excell (Washington State Archivist); Terry Badger (Deputy State Archivist); Russell Wood (State Records Manager); Larry Johnson (Records Center Manager); Mark Neary (Office of the Secretary of State – substituting for Ken Raske); Michael Huntley (Office of the Secretary of State); Jeff Evan (Office of the Attorney General); Martin Singleton (Office of the Attorney General); Mark Rapozo (State Auditor's Office); Michael Marty (State Auditor's Office); Laurie Lien (Office of Financial Management); Roselyn Marcus (Office of Financial Management); Dave Kirk (Office of the Chief Information Officer); Gunther Johnson (Department of Corrections); Wendy Stigall (Department of Corrections); Jason Howell (Department of Social and Health Services); Bruce Dempsey (Department of Health); Don Francis (Department of Health); Cathy Downs (Department of Transportation); John Milton (Department of Transportation).

**Observers Present:** Katie Blinn (Office of the Secretary of State); Linda Hoage (Office of the Attorney General); Cindy Evans (State Auditor's Office); Anita Wieland (Office of Financial Management); Kathy Cody (Office of Financial Management); Millie Brombacher (Department of Social and Health Services); Leslie Koziara (Washington State Archives).

### **Introductions**

- Steve Excell called the meeting to order at 9:30 am and there were brief introductions.

### **Brief tour of the Records Center**

- Larry Johnson, Records Center Manager led the group on a tour of the Records Center Warehouse.

### **Retention and destruction of records**

- Russell Wood briefly described the process of retention and destruction and the role of the Records Center and the role of records management and what has happened over time with paper storage.
- Prior Retention Schedule Approval Process – Previous processes for approving a retention schedule was clunky and there were really no means to take a comprehensive look at an agencies business and how the different records series approved relate across the agency, and the archival designation process was also a “looks good” approach as opposed to an analysis and appraisal done prior to the submittal to the State Records Committee for approval. This lead to a lot of cross-over and a lot of unrelated records being held for longer than necessary.
- Current Retention Schedule Approval Process – There was a new process introduced in December 2011 for a different way to develop retention schedules with a new format introduced for retention schedules and a new analysis and appraisal approach to the development of new retention schedules for agencies. Jeff Evans described the former Attorney General's retention schedule, and explained the improvements as an outcome of the revisions done for their new retention schedule.



- What are Agencies storing? – Russell Wood developed pie charts for participating agencies based on the number of records stored out at the records center and under what Disposition Authority Number (DAN) they are assigned. The outcome was somewhat of a surprise with some common records series such as leave and fiscal records were not at the high levels of paper storage originally anticipated. Turns out many of the agencies have a high number of agency specific records that are long term and many that have the potential for either improvements to their schedule or another look at how they are using the records center and so on. Each agency is different, and it needs to take into consideration size, percentage of the different records, and former practices.

### **Purpose behind workgroup**

- The 2014 Legislative Session required the Office of the Secretary of State to convene a workgroup to study and report on ways to reduce the amount of paper records currently stored by agencies. The goal is to reduce paper storage by 10% by 2016 and another 10% by 2018.

### **Why are agencies still creating/storing paper records?**

- Roundtable discussion opened for reasons why agencies are actually still creating and storing paper based records, especially with all of the electronic processes currently being used:
  - Costs associated with transition from paper to electronic records, upfront investment is a concern.
  - Electronic signatures and badly written laws which are not updated for relevance for how agencies need to do business today.
  - More thoughtful integration and transition to electronic records. Tendency now is to just add more electronic processes and not fully integrate as part of the core business process and looking at the records made and how to manage the resulting business records
  - Lack of efficient business processes and lack of tools/systems
  - Priority given to IT and not records management
  - Upfront work is necessary for agencies and their records coordinators to understand use of the Records Center
  - Other areas of law not taken into consideration, legislative changes necessary. For example removing the OPR/OFM designation, rewriting other statutes.

### **What the Archives has found so far**

- Paper vs Imaging vs Born Digital – Terry Badger presented the costs and numbers about the reality that scanning and digitizing is more expensive than paper storage. The staff time, preparation, establishing the metadata for indexing and storage/retrieval, quality control, etc. Cost for digitizing is roughly \$2,000 per box, as opposed to the costs of storing in paper. You can get return on investment but it takes years to realize. Not to mention the costs of hardware/software upgrades/migration every 5 years or so.
- Retention Schedules Improvements – In revising an agency schedule, an agency can take the steps to reduce and refine their retention requirements. There have been a number of instances where an agency has been able destroy several boxes of records currently stored at the Records Center once the schedule has been revised and approved.



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## Paper Records Reduction Workgroup

### **Other Comments**

- Dave Kirk presented the Information Governance/Enterprise Content Management (ECM) state wide initiative his office and a team of agencies are working on as part of the solution for reducing paper.
- Cindy Evens raised the concerns stemming from meeting public disclosure and public records requests concerns.

### **Recommendations by Group**

- More imaging systems to convert paper documents to a digital format.
- ECM System Implementation
- Changing legislation

### **Next Meeting**

- The group was tasked with considering the following questions for the next meeting:
  1. What are obstacles to going born digital?
  2. What are the obstacles to reducing retention periods?
- It was proposed that the group meet every 3-4 weeks with a target of a report final produced by the end of September - November.