Electronic Records Management: Basics of Managing Voicemail Records

Purpose: Provide a high-level overview to state agencies and local government entities on the basics of managing voicemail records.

- Voicemail messages about the work of the agency are public records.
- Voicemail messages received on personally-owned devices about the work of the agency are still public records.
- Retention of voicemail messages:
  - Is the responsibility of the agency;
  - Must follow the approved records retention schedules;
  - Is based on the function/content of the message – not its format.

- Agencies need to adopt a strategy to manage the retention of voicemail. Some suggestions include:
  1. Automatically capture the recording in another format;
  2. Memorialize the content manually;
  3. Retain within voicemail system;
  4. Disable service until another effective retention strategy is implemented.