

State of Florida

***THE BASICS
OF
RECORDS MANAGEMENT***



Department of State
Division of Library and Information Services

Tallahassee, Florida 32399-0250
(850) 245-6750 Suncom 205-6750

http://dilis.dos.state.fl.us/index_RecordsManagers.cfm

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**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

TABLE OF CONTENTS

PREFACE

I. AN INTRODUCTION TO RECORDS MANAGEMENT	Page 1
A. THE OBJECTIVES OF RECORDS AND INFORMATION MANAGEMENT	Page 1
II. RECORDS MANAGEMENT IN FLORIDA	Page 3
A. FLORIDA'S RECORDS MANAGEMENT PROGRAM	Page 3
B. REGULATORY MANDATE FOR RECORDS MANAGEMENT	Page 4
(1) Chapter 257, Florida Statutes	Page 4
(2) Chapter 119, Florida Statutes	Page 5
(a) What is a Public Record?	Page 5
(b) Inspection and Examination of Public Records	Page 5
(c) Exemptions from Florida's Public Records Law	Page 6
(3) Florida Administrative Code	Page 7
(a) Rule 1B-24, Public Records Scheduling and Dispositioning	Page 7
(b) Rule 1B-26.0021, Microfilm Standards	Page 7
(c) Rule 1B-26.003, Electronic Record-keeping	Page 7
III. STARTING YOUR RECORDS MANAGEMENT PROGRAM	Page 8
A. INVENTORY PROCEDURES: IDENTIFYING RECORDS	Page 8
B. RETENTION OF PUBLIC RECORDS: ESTABLISHING A SCHEDULE	Page 10
(1) General Records Schedules	Page 10
(2) Individual Records Schedules	Page 11
C. FINAL DISPOSITION OF PUBLIC RECORDS	Page 14
(1) Records Disposition Report Documentation	Page 15
(a) Distinguishing Between the Different Types of Retention Period Requirements	Page 15
(b) Records Volume Conversion to Cubic Foot Measurements	Page 16
(2) Factors Which Might Influence the Disposition of Records	Page 17
(a) Litigation	Page 17
(b) Public Records Requests	Page 17
(c) Accreditation Standards	Page 17
(3) Final Disposition of Records	Page 17
(4) Records Disposition Compliance Statement and RMLD Designation	Page 19
IV. ADDITIONAL RECORDS MANAGEMENT INFORMATION	Page 20
V. ARCHIVES INFORMATION	Page 21
VI. GLOSSARY	Page 24
APPENDICES	Page 27
A. Obtaining Schedules, Handbooks and Other Resources	Page 27
B. Records Management Liaison Officer Designation Form	Page 28
C. Public Records and Freedom of Information Policy Sources	Page 29
D. Professional Organizations	Page 30

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

PREFACE

The goal of Florida's Records Management Program is to provide professional assistance to state and local government agencies in managing the records and information required to take care of the business of government. This is a particularly challenging goal in the 21st century. Our society generates and processes information on an unprecedented scale. Trying to manage this information in an effective and cost-efficient manner can be an overwhelming task.

Besides the sheer volume of information that faces us, another challenge is the rapid advance of technology that makes possible the generation and processing of vast quantities of information and the equally rapid evolution of the principles of law that govern the legality and admissibility of records created or maintained by this technology. As records and information managers, we must make every effort to keep ourselves educated and informed so that the decisions we make are consistent with law and best practices.

In Florida, those of us in the business of managing information are faced with yet another challenge. Not only must we control costs through the application of sound records and information management principles, but we must also apply these principles in light of the public's right to know. Florida's Public Records Law is one of the most open public records laws in the country and a model for other states. Florida has had some form of a public records law since 1909, and we are recognized nationally for the leadership role we take with regard to public records and accessibility to public information. As we go about our business, we must remember the dual responsibility we have as public records and information managers: to reduce government agencies' costs of doing business and to guarantee the public's right to know what their government is doing.

The benefits of an effective records and information management program are many. Compliance with legal retention requirements, faster retrieval of information, space savings, fewer lost or misfiled records and reduction of expenditures for records filing equipment are just a few of the benefits that good records management can help achieve. *The Basics of Records Management* is intended to serve as an effective introduction to records management and a useful guide to the ways in which Florida's Records Management Program can help you achieve your goals.

I. AN INTRODUCTION TO RECORDS MANAGEMENT

A. THE OBJECTIVES OF RECORDS AND INFORMATION MANAGEMENT

The primary concern of Florida's Records Management Program is the efficient, effective and economical management of public records and information. Proper records management ensures that information is available when and where it is needed, in an organized and efficient manner, and in an appropriate environment.

While the importance of records management might not be obvious to everyone, its impact on the ability of an organization to function effectively is indisputable. It is only through the operation of a well-run records management program that an organization retains control of its corporate memory, and it is this corporate memory that allows an organization, either public or private, to conduct business. Records management is more than retention, storage and disposition of records. It entails all record-keeping requirements that allow an organization to establish and maintain control over information flow and administrative operations.

Where are the organization's records? How long are they kept? When are they eligible for destruction? On what media are they recorded? Is the recording medium of sufficient stability to maintain the viability of the records for the duration of their retention period? What records are vital to the continued operation of the organization? Are these vital records sufficiently protected? What recovery procedures are in place to help the organization assemble its records and resume administrative operations in case of a disaster? How do you manage electronic records? Is e-mail a record? Are any of the records in an organization historically significant? These are some of the questions that records management can help answer. In this day of rapidly advancing technology and abundant information, records management has emerged as one of the key tools in assisting government agencies to answer these questions and to function effectively in the information age.

Records management seeks to manage and control records throughout their life cycle, from their creation and distribution, through their filing and use, and ultimately to their final disposition or permanent retention. The benefits of a well-run records management operation are many:

- **Space savings.** Space savings is the most immediately realized benefit of a records management program. By implementing retention schedules and systematically destroying those records that have met their retention requirements, an organization can significantly reduce the space occupied by records.

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

- ***Reduced expenditures for filing equipment.*** Appropriate disposition of records can greatly reduce the need for filing cabinets, file folders, electronic storage media, etc.
- ***Increased efficiency in retrieval of information.*** Retrieval of information is made more efficient through improved management of paper records systems and through cost-effective and efficient implementation of non-paper systems, such as electronic document imaging and micrographics. An added benefit in improving filing systems is the reduction of misfiles and lost records. A misfiled record can cost an organization as much as \$120 in clerical time spent looking for the record.
- ***Compliance with legal retention requirements and the establishment of administrative, fiscal and historical retention requirements.*** The hallmark of a good records management program is the establishment of retention requirements based upon an analysis of the records' legal, fiscal, administrative, and historical requirements and values. In the absence of such requirements, many organizations either destroy records that should be retained or retain everything, thereby taking a legal risk or assuming unnecessary operating costs.
- ***Protection of vital records.*** Records management's involvement in identifying vital records and in preparing a carefully designed disaster recovery plan can help an organization reduce its vulnerability. The destruction of important records can cost an organization millions of dollars and threaten the organization's ability to function, thus jeopardizing its existence.
- ***Control over creation of new records.*** A significant percentage of the cost of information is in records creation. Records management, forms management and reports management can help reduce the proliferation of unnecessary reports, documents and copies, and at the same time improve the effectiveness of those reports and documents that do need to be created.
- ***Identification of historical records.*** Records managers play a vital role in the identification and protection of historical records. Often they are responsible for preserving and making available records having archival value. Records management programs should include procedures for identifying and ensuring the care of Florida's documentary heritage.

II. RECORDS MANAGEMENT IN FLORIDA

A. FLORIDA'S RECORDS MANAGEMENT PROGRAM

http://dliis.dos.state.fl.us/index_RecordsManagers.cfm

Florida's Records Management Program is part of the Division of Library and Information Services of the Department of State. The Secretary of State is the official holder of the Seal of the State of Florida and official record-keeper of the State. The Program's role in this organizational hierarchy is to establish guidelines and provide assistance in managing official government records.

The primary purpose of the Records Management Program is to provide guidance and assistance to local and state government agencies in establishing records and information management programs and in managing the public records and information they create and use daily. To that end, the Program offers a variety of services related to records and information management:

1. Establishes standards for controlling, retaining and destroying or preserving public records.
2. Provides consulting services and training in the following areas:
 - a. Compliance with state laws, regulations and policies
 - b. Records inventory and appraisal, including archival appraisal
 - c. Records retention and disposition
 - d. Records storage
 - e. Records preservation and conservation
 - f. Records system design, including creation and maintenance
 - g. Records filing, indexing and retrieval equipment
 - h. Micrographic cameras, storage, indexing and retrieval equipment
 - i. Electronic record-keeping requirements and guidelines
 - j. Vital records protection planning and disaster planning and recovery
3. Provides source document microfilming, computer output microfilm (COM) production and bitmap conversion services to local and state

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

government records management programs. State and local government agencies can control paper, printing, storage and distribution costs by using high-capacity, low-cost media alternatives like microfilm and microfiche.

4. Provides off-site records storage at the Florida Records Storage Facility (“State Records Center”). Tallahassee-area state and local government agencies may store non-current or inactive records at the Florida Records Storage Facility. This state-of-the-art facility is equipped to store paper records, microfilm and electronic records. Microfilm and electronic media are stored in secure temperature- and humidity-controlled vaults.

These services are directed toward the ultimate goal of achieving effective and efficient handling of government records and information.

B. REGULATORY MANDATE FOR RECORDS MANAGEMENT

(1) Chapter 257, Florida Statutes

Florida’s Records Management Program is a cooperative effort between the Division of Library and Information Services and state and local government agencies throughout Florida. The Program provides consulting and support services to these state and local government agencies in promoting the efficient management of public records.

Chapter 257 vests in the Division of Library and Information Services the authority to oversee the records management functions of state and local government agencies. Specifically, section 257.36(1)(a), F.S., mandates that the Division of Library and Information Services will:

Establish and administer a records management program directed to the application of efficient and economical management methods relating to the creation, utilization, maintenance, retention, preservation, and disposal of records.

Section 257.36(5), F.S., also specifies the responsibility of state and local government agencies:

It is the duty of each agency to:

- (a) Cooperate with the division in complying with the provisions of this chapter and designate a records management liaison officer.*
- (b) Establish and maintain an active and continuing program for the economical and efficient management of records.*

The designation of a Records Management Liaison Officer is accomplished by a letter from the agency to the Division of Library and Information Services. Please refer to **Part III, STARTING YOUR RECORDS MANAGEMENT PROGRAM**, for information regarding the appointment of the RMLO and the duties required of that position.

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

(2) Chapter 119, Florida Statutes

In order to understand the vital role of records management in the state of Florida, one must also have a basic understanding of Florida's Public Records Law. Florida has a long tradition of open government and access to public records. The state has had a public records law in some form in effect since 1909, and Florida is recognized nationally as a leader in the area of public records policy. Chapter 119, the current version of the Public Records Law, has specific provisions covering important issues such as the definition of public record, access and exemptions.

(a) What is a Public Record?

The definition of a public record in section 119.011(11), F.S. is broad and all-inclusive. The statute reads as follows:

“Public records” means all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency.

A benchmark in defining public records is an important legal case that came before the Florida Supreme Court in 1980. In Shevin v. Byron, Harless, Schaffer, Reid, and Associates (379 So. 2d 633, Fla. 1980), the Court ruled that a public record:

. . . is any material prepared in connection with official agency business which is intended to perpetuate, communicate, or formalize knowledge of some type.

Therefore, any document meeting the above criteria set forth by the Court is a public record regardless of whether it is in final form or is designated by the agency as a “draft,” “working copy,” or “preliminary version.” If an agency has circulated a “draft” document for review, comment or informational purposes, that document is a public record.

To clarify this definition, the Court further ruled:

To be contrasted with "public records" are materials prepared as drafts or notes, which constitute mere precursors of governmental "records" and are not, in themselves, intended as final evidence of the knowledge to be recorded. Matters which obviously would not be public records are rough drafts, notes to be used in preparing some other documentary material, and tapes or notes taken by a secretary as dictation. Inter-office memoranda and intra-office memoranda communicating information from one public employee to another or merely prepared for filing, even though not a part of an agency's later, formal public product, would nonetheless constitute public records inasmuch as they supply the final evidence of knowledge obtained in connection with the transaction of official business.

(b) Inspection and Examination of Public Records

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

Florida's Public Records Law provides for unparalleled access to the records of government. Section 119.07(1)(a), F.S. states that

Every person who has custody of a public record shall permit the record to be inspected and copied by any person desiring to do so, at any reasonable time, under reasonable conditions, and under supervision by the custodian of the public records.

Every agency's records management policies and procedures should clearly define what constitutes reasonable times and conditions and proper supervision. Many factors will determine the "reasonable" period of time in which the information can be provided by any particular agency: the nature of the request, the time involved in collecting and generating the information requested, the scope and volume of material involved, the general accessibility of the records, the personnel that will be required, and finally the information resources necessary to gather or generate the information. All these issues must be taken into consideration when the agency develops its public records accessibility policies and procedures.

When requested to copy public records, agencies have the right to charge for those copies under the fee provisions of section 119.07(4), F.S. These charges apply unless otherwise authorized by statute. In addition, the Public Records Law also allows for an agency to charge a requester if the request for information will result in the extensive use of information technology resources or extensive clerical or supervisory assistance by personnel. Again, what constitutes extensive use of either clerical staff or information technology resources should be addressed in each agency's records management policies and procedures.

(c) Exemptions from Florida's Public Records Law

Not every record generated by local and state government is open for inspection. All public records which are presently provided by law to be confidential or which are prohibited from being inspected by the public, whether by general or special law, are exempt from the provisions of section 119.07(1) and s. 24(a), Art. I of the State Constitution.

Section 119.07(6), F.S. lists certain records that are exempt from public disclosure, usually for reasons of public safety, public health, law enforcement and/or personal privacy, and additional exemptions are specified elsewhere throughout the Florida Statutes. However, it is important to remember two key points. First, Florida's Public Records Law emphasizes a "general state policy on public records" that "...all state, county, and municipal records are open for personal inspection by any person" (s. 119.01(1), F.S.). In other words, government records are open to public inspection unless specifically exempted by law. Second, "exempt" records are exempt from the public disclosure requirements of section 119.01, F.S. and s. 24(a), Article I of the State Constitution, but they are *not* exempt from other legal records management requirements such as those concerning records retention scheduling and disposition.

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

See **APPENDIX B** for sources of additional information on public records, access and exemption issues.

(3) Florida Administrative Code

Florida's Administrative Code includes the following rules which have been promulgated to aid agencies in establishing and maintaining a records management program:

(a) Rule 1B-24, Public Records Scheduling and Dispositioning: This rule establishes standards and procedures for the scheduling and disposition of public records to promote economical and efficient management of records and to ensure that records of archival value under an agency's control are so designated and ultimately transferred to the State Archives of Florida.

(b) Rule 1B-26.0021, Records Management - Standards and Requirements - Microfilm Standards: This rule provides standards for microfilming of public records to ensure that the film, photographing methods, processing, handling and storage is in accordance with methods, procedures and specifications designed to protect and preserve such records on microfilm.

(c) Rule 1B-26.003, Records Management - Standards and Requirements - Electronic Record-keeping: This rule provides standards for public records created and/or maintained on electronic media.

<p>Copies of the statutes and rules governing the operation of the Department of State's Records Management Program can be obtained by calling the Program at (850) 245-6750, by visiting the Program's Web site at http://dliis.dos.state.fl.us/index_RecordsManagers.cfm, or by completing the order form in Appendix A and mailing or faxing it to the Records Management Program.</p>
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III. STARTING YOUR RECORDS MANAGEMENT PROGRAM

Establishing the procedures required to operate an agency records management program might at first appear daunting. The startup will indeed require a concerted effort, patience, cooperation from colleagues and time. All of this presupposes support from management. Without initial support from management to allocate resources to the project, implementation of an effective records management program will be extremely difficult.

It is important to remember, however, that Florida's Records Management Program is charged with the responsibility of providing guidance and assistance to help Florida government agencies initiate and sustain records management programs. We will be available to assist you upon request in whatever way we can.

One of the first responsibilities that must be fulfilled in initiating a records management program is the appointment of a Records Management Liaison Officer. Every agency is required to appoint an RMLO to serve as the primary point of contact between the agency and the Division's Records Management Program (257.36(5)(a), F.S.). To appoint an RMLO, an agency needs to submit to the Division an RMLO designation form (see Appendix B) under signature of the records custodian indicating who the agency's RMLO will be. Because the RMLO is in close contact with the Division, he or she will be an important source of information about Division policies and procedures within your agency. The RMLO might perform a variety of records management functions as assigned by the records custodian, including inventorying agency records; working with the Division to establish new records retention schedules and to ensure the appropriate disposition of records eligible for destruction; training and advising agency staff in records management practices; participating in agency decision-making for issues such as microfilming, imaging, storage and disposal; responding to public questions regarding agency records and records management practices; and reporting annually to the Division regarding the agency's compliance with records management statutes and rules.

A. INVENTORY PROCEDURES: IDENTIFYING RECORDS

An effective records management program requires an inventory of records maintained by an agency and the identification of existing retention schedules or the establishment of new retention schedules that can be applied to those records. Retention schedules identify agency records and establish minimum periods of time for which the records must be retained based on the records' administrative, fiscal, legal and historical values. Once the minimum retention has been met, disposition of the records is recommended. Disposition may be by physical destruction, transfer to another agency or, in the case of electronic records, erasure. State agency records appraised by Division staff as having long-term historical value can be transferred to the State Archives.

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

An inventory can be as detailed as the agency requires, but at minimum should identify and describe each *record series* created and maintained by the agency. A record series, as defined in Florida Administrative Code Rule 1B-24, is “a group of related documents arranged under a single filing arrangement or kept together as a unit because they consist of the same form, relate to the same subject, result from the same activity, or have certain common characteristics.” Examples of series might be Personnel Files, Client Case Files, Project Research Files, Equipment Maintenance and Repair Records, or Procurement Files. Each record series might contain records in a variety of forms and formats that document a particular program, function or activity of the agency. The following information should be compiled for each record series:

Record Series Title. A brief phrase summarizing the form, function and/or subject of the records without using agency jargon or abbreviations is recommended. For instance, Communications Services Use Tax Returns is a more meaningful record series title than Form DR-700019; and Highway Planning Maps would be a more meaningful record series title than Road Files.

Description. The description of the record series identifies the record series’ purpose and function with regard to the agency’s operation. The description indicates how the record series is used, why it was created and the type(s) of information or subject matter the records contain. Additional information in the description might include the medium on which the record series is recorded, the routing path of duplicate copies (if any), statutory requirements for creating the records, and any other information that would enable someone not familiar with the record series to identify the record series and understand its contents.

Inclusive Dates. It is important to determine the date range covered by each record series in order to determine when they are eligible for disposition under the appropriate retention schedule.

Volume. The quantity of records in each record series is usually expressed in terms of cubic feet. A cubic foot is one standard records storage carton or its equivalent (see part C, Final Disposition of Public Records, for a conversion chart to cubic foot measurements). Because records storage space requirements can be considerable, an agency can realize significant savings by identifying and destroying records that have met their retention requirements. Space-savings often is the first benefit realized through the operation of an effective records management program.

Retention. If a retention schedule is already approved, the retention requirement(s) should be noted on the inventory form. If no retention schedule exists for the record series, note the time period that the record series is administratively active.

Once this information has been compiled for each record series, the basic information of the inventory has been completed. The next two sections of the handbook will illustrate how this data can be used.

B. RETENTION OF PUBLIC RECORDS: ESTABLISHING A SCHEDULE

A **records retention schedule** describes a record series and sets a **MINIMUM** period of time for which the records must be retained before final disposition of the records can be made. Every record series must have an approved retention schedule in place before records can be destroyed or otherwise disposed of. Retention and disposition requirements stated in records retention schedules are based upon the administrative, legal, fiscal and historical values of each record series.

There are two types of retention schedules: General Records Schedules and Individual Records Schedules. General Records Schedules establish retention requirements for records common to several or all government agencies, while Individual Records Schedules establish retention requirements for records that are unique to particular agencies.

All of these retention schedules establish the **MINIMUM** length of time a record series must be maintained. If two or more record series listed in the retention schedules are filed together in your agency, the combined file must be retained through the longest established retention period of those record series.

(1) General Records Schedules establish retention requirements for records documenting administrative and program functions common to several or all government agencies, such as personnel, accounting, purchasing and general administration. General records schedules can cover up to 75-80 percent of an agency's record series.

The *General Records Schedule GS1-S for State Government Agencies* can be used by all state agencies in determining their records retention requirements; similarly, the *General Records Schedule GS1-L for Local Government Agencies* can be used by all local government agencies.

Certain agencies can use other general records schedules in conjunction with the GS1-S or the GS1-L. General records schedules have been established for groups of agencies conducting equivalent functions. For example, General Records Schedule GS5 for Universities and Community Colleges establishes retention requirements for program records unique to the functions and activities of those types of institutions; the GS9 for State Attorneys establishes retention requirements for program records unique to State Attorneys' offices; and the GS12 for Property Appraisers establishes retention requirements for program records unique to Property Appraisers' offices. Please contact the Records Management Program to verify which General Records Schedules are appropriate for use by your agency.

If a similar record series is listed in two general record schedules, the retention requirements contained in the program schedule shall take precedence. For instance, if a

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

record series is listed in both the GS1-L and the GS2, law enforcement agencies should abide by the retention requirements cited in the GS2.

The following general records schedules are currently in effect for Florida government agencies:

- GS1-L Local Government Agencies**
- GS1-S State Government Agencies**
- GS2 Law Enforcement, Correctional Facilities and District Medical Examiners**
- GS3 Supervisors of Elections**
- GS4 Public Hospitals, Health Care Facilities and Medical Providers**
- GS5 Universities and Community Colleges**
- GS7 Public Schools Pre-K-12, Adult and Vocational/Technical**
- GS8 Fire Departments**
- GS9 State Attorneys**
- GS10 Public Defenders**
- GS11 Clerks of Court**
- GS12 Property Appraisers**
- GS13 Tax Collectors**
- GS14 Public Utilities**
- GS15 Public Libraries**

(2) Individual Records Schedules establish retention requirements for records that are unique to particular agencies. These schedules are used for the 20-25 percent of an agency's records that are not in a general schedule.

To establish an Individual Records Schedule, an agency must submit a Records Retention Schedule, Form LS5E105Reff.1-01, to the Records Management Program for review and approval. This "105" form is available on the Records Management Web site at <http://dliis.dos.state.fl.us/recordsmgmt/publications.cfm> and can also be obtained by completing the order form in Appendix A and mailing or faxing it to the Records Management Program.

Each Records Retention Schedule (Form LS5E105Reff.1-01) should be used to schedule *one* record series. The accurate completion of the form requires that agency personnel responsible for creating and maintaining that record series analyze and evaluate the

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

content, purpose and use of the records. Based upon this analysis, agency records management personnel develop a record series description and an initial recommendation of the **MINIMUM** time period that the record series must be kept before disposition can be authorized. Once the agency submits the proposed retention schedule to the Records Management Program, archivists and analysts in the Program review and analyze the proposed schedule and conduct research in the Florida Statutes, administrative rules, operating procedures, applicable federal regulations and other such sources to make a final determination of retention requirements for each record series.

Once a retention schedule has been established for a record series, the records are eligible for disposal action when they have met their retention requirements. The schedule remains effective until there is a change in series content or other factors are introduced which would affect the retention period, at which time a new individual records schedule should be submitted for approval.

In addition to establishing reasonable and appropriate minimum retention requirements for each record series, the scheduling process, involving both agency personnel and analysts and archivists in the Records Management Program, serves the following objectives:

- To describe the use and function of the records series;
- To summarize important characteristics of the records series;
- To identify records of permanent/archival value;
- To identify vital records;
- To identify preservation problems;
- To identify regulatory or statutory retention requirements; and
- To establish reformatting requirements.

Completing the Records Retention Schedule Form LS5E105Reff.1-01

STEP 1. SCHEDULE NUMBER

Enter the schedule number in the upper right corner of the page, and indicate if this is a new schedule or a revision of an existing schedule. The schedule number is your tracking and audit trail number, and should follow sequentially any previously assigned individual schedule numbers. Each agency's Records Management Liaison Officer should have a record of that agency's retention schedules and schedule numbers and should easily be able to determine the next available schedule number. Once you have submitted the schedule to the Records Management Program, you can call at any time and cite this schedule number to determine the status of your document.

STEP 2. GENERAL INFORMATION

In the numbered spaces 1-5, identify the originating agency, the custodian of the record series (name and telephone number) and the contact person or RMLLO (name and telephone number). This should be the individual most familiar with the record series being scheduled and is often the person completing the form.

STEP 3. RECORD SERIES INFORMATION

Enter the exact title of the record series in space 6. The title should be a brief phrase summarizing the form, function and/or subject of the records without using agency jargon or abbreviations. For instance,

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

Communications Services Use Tax Returns is a more meaningful record series title than Form DR-700019; and Highway Planning Maps would be a more meaningful record series title than Road Files. In Space 7, enter a description of the record series indicating the purpose and use of the records, the type(s) of information or subject matter the records contain, the inclusive dates, any audit requirements, and any other information that would enable someone not familiar with the record series to identify it and understand its contents. Indicate if the specified record is the record (master) copy or a duplicate. If it is a duplicate, please indicate in the description the location of the record (master) copy.

In Space 8, indicate if the record series is considered a vital record in your agency. Vital records are those that are essential to the continuation of operations in an agency in the event of a disaster or emergency. Identifying the vital records that your agency creates or uses is crucial to the security of your operations.

Also in Space 8, indicate the primary purpose or value of the record:

- **Administrative value** reflects general office use.
- **Legal value** means that the records may be used in or are often subject to litigation; or a specific state or federal law (such as statute of limitations) regulates the length of retention; or the records are significant documentation of the legal rights or responsibilities of government or citizens.
- **Fiscal value** indicates that the records are needed for audit and/or to document financial transactions of the agency such as budgets, payrolls, procurements or payments. Agencies need to be aware of any audit requirements relating to such records. Audits are the means by which independent parties examine and render opinions on financial reporting, control adequacy or compliance with imposed requirements. **Performance audits** examine the economy and efficiency and/or effectiveness of applicable programs, activities or functions. **Operational audits** evaluate management's performance in administering assigned responsibilities in accordance with applicable laws, administrative rules and other guidelines to ensure compliance, economic and efficient operations, reliability of financial records and reports, and safeguarding of assets.

Finally in Space 8, indicate all media formats present in the record series, including media formats for duplicate copies. A record series may contain many different types of media formats, including paper, microform, electronic, etc.

STEP 4. RECOMMENDED RETENTION AND DISPOSITION

In Space 9, indicate your agency's recommended retention for both the record (master) copy and for duplicates, based on your familiarity with the record series and its function in your office. This should be the **MINIMUM** length of time the record series must be retained to meet all administrative, legal and fiscal requirements (as discussed above) before it is eligible for disposition. A fourth value, historical/archival, will be reviewed and evaluated by the State Archives staff in consultation with your agency.

Cite any applicable federal, state, or local statutes, laws, ordinances, rules, or other legal or regulatory requirements relating to the creation, retention and disposition of the records. Reference to specific sections of statutes or rules will expedite the Records Management Program's review and approval of your retention schedule and will serve as supporting documentation should your agency's authority to dispose of the records ever be questioned.

Also state if the record series is to be microfilmed or scanned. The record copy may be reformatted to microfilm, optical disk or other media as long as the requirements of the Florida Administrative Code, Rule 1B.26.003 and 1B.26.0021 are met.

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

STEP 5. AUTHORIZATION

Space 10 is for the signature of the records custodian or their designee. This person might be the RMLO. The form will not be processed without this signed authorization.

STEP 6. OFFICIAL RECORDS RETENTION SCHEDULE

When you submit your Records Retention Schedule (Form LS5E105Reff.1-01) to the Records Management Program, a records analyst will review the submitted information and the recommended retention schedule for compliance with legal requirements and/or any administrative or fiscal value the records might have. The analyst will also review established retention schedules for similar records from other agencies for consistency with existing retention practices. In many cases, the analyst will call the agency for additional information or clarification.

An archivist from the State Archives will then review the schedule to determine if the records have long-term historical or archival value. This helps to ensure the preservation of significant and unique records documenting the operation of government and the history of Florida and Floridians and thereby to protect the rights and interests of the citizens of the state. In the event that state government records are of archival value, the archivist will indicate on the official retention schedule that the records are to be transferred to the State Archives of Florida once other retention requirements have been met. Local government records having archival value may be transferred to local government historical records repositories or loaned to other local historical records repositories for preservation provided they are maintained under the public records access provisions of Chapter 119, F.S. Only about 3 percent of an agency's records are generally targeted for transfer to an archives.

Finally, the analyst will complete the official retention schedule, including the final title, description and retention requirements, and the Records Management Program Manager will sign the schedule. The original is retained by the Records Management Program, and a copy is returned to the originating agency.

Any questions regarding the completion of the Records Retention Schedule (Form LS5E105Reff.1-01) should be addressed to the Records Management Program at (850) 245-6750 (SUNCOM 205-6750).

C. FINAL DISPOSITION OF PUBLIC RECORDS

Section 257.36(6), F.S. states that "[a] public record may be destroyed or otherwise disposed of only in accordance with retention schedules established by the division." This means that all records, regardless of access provisions (see section 119.07, F.S.), must be scheduled before disposition can occur. Agencies must first identify an appropriate current records retention schedule (either a general schedule or an individual schedule) or create and receive approval for a new records retention schedule before disposing of any record series.

NOTE: Internal agency documentation required for records dispositions is discussed below. The past requirement to request Division approval for each disposition of records was discontinued as of February 20, 2001.

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

(1) Records Disposition Report Documentation

There are two general requirements for disposing of public records: 1) You must ensure that the records have met all retention requirements -- knowledge of disposal eligibility is the responsibility of the agency; and 2) you must document internally the disposition of any public records in your custody, per Florida Administrative Code Rule 1B-24.003(10). This rule requires that:

Prior to records disposition, an agency must ensure that retention requirements have been satisfied. The minimum requirements for each records disposition is the identification and documentation of the following:

- (a) Schedule number;
- (b) Item number;
- (c) Record series title;
- (d) The inclusive dates; and
- (e) The volume in cubic feet.

Your agency's internal documentation of the disposition of public records can be done using the Records Disposition Document available on the Records Management Program Web site at <http://dlis.dos.state.fl.us/recordsmgmt/publications.cfm> or by using any form of documentation that is convenient for you and that ensures that you maintain the required information.

(a) Distinguishing between the different types of retention period requirements

When trying to determine when records are eligible for destruction, you need to be aware of the different types of retention requirements. For instance, records with a retention of "3 years" will have a different eligibility date from records with a retention of "3 fiscal years" or "3 calendar years."

- **anniversary years** – from a specific date Example: 3 years

If a record has a "3 year" retention, the eligibility date would be 3 years after the ending date of the record series.

- **calendar** – January 1st thru December 31st Example: 3 calendar years

If a record has a "3 calendar year" retention, the eligibility date would be 3 years after the end of the calendar year of the last record in the series.

- **fiscal** Example: 3 fiscal years

- state government agencies, school districts – July 1st thru June 30th
- local government agencies – October 1st thru September 30th

If a record has a "3 fiscal year" retention, the eligibility date would

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

be 3 years after the end of the fiscal year of the last record in the series.

- o **Months or days** Examples: 3 months; 90 days

- o **OSA** – Retain until obsolete, superseded or administrative value is lost.

With this retention, a record is eligible for destruction whenever it is no longer of any use or value. The retention could vary from one day to any length of time thereafter.

- o **Triggering event** – Records become eligible for destruction on or after a specific triggering event. Examples:

Retain until youth turns age 25
Retain for life of the structure
3 years after final action

Calculating Eligibility Dates

Let’s say that the **ending date** for a specific record series is **7/31/1997**. When are these records eligible for disposition?

<u>Retention Period</u>	<u>Date to start counting</u>	<u>Add # of years</u>	<u>Date eligible for disposition</u>
3 years	7/31/1997	+3	= 7/31/2000
3 fiscal years (local gov’t.)	10/1/1997	+3	= 10/1/2000
3 fiscal years (school district)	7/1/1998	+3	= 7/1/2001
3 calendar years	1/1/1998	+3	= 1/1/2001

(b) Records Volume Conversion to Cubic Foot Measurements

Cassette Tapes (200)	1.0 cu. ft.
Letter-size, drawer or box	1.5 cu. ft.
Legal-size, drawer or box	2.0 cu. ft.
Letter-size, 36@ shelf	2.0 cu. ft.
Legal-size, 36@ shelf	2.5 cu. ft.

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

Magnetic Tapes (12)	1.0 cu. ft.
3 x 5 card, ten 12@ rows	1.0 cu. ft.
3 x 5 card, five 25@ rows	1.0 cu. ft.
4 x 6 card, six 12@ rows	1.0 cu. ft.
5 x 8 card, four 12@ rows	1.0 cu. ft.

(2) Factors Which Might Influence the Disposition of Records

- (a) **Litigation** - When a public agency has been given notice that a potential cause of action is pending or underway, records related to that cause should **NOT** be disposed of in any manner. Your agency's legal counsel should inform the RMLO when the records become eligible for disposition.
- (b) **Public Records Requests** - According to Section 119.07(1)(f), F.S., the custodian of a public record may not dispose of a record for a period of 30 days after the date on which a written request to inspect or copy the record was served on or otherwise made to the custodian. If a civil action is instituted within the 30-day period to enforce the provisions of this section with respect to the requested record, the custodian shall not dispose of the record except by order of a court of competent jurisdiction after notice to all affected parties.
- (c) **Accreditation Standards** - Some public agencies receive national or statewide accreditation or certification by professional societies, organizations, and associations. Examples may include the Joint Commission on the Accreditation of Health Care Facilities, the American Hospital Association and the Commission on Office Laboratory Accreditation. In an effort to enhance the professionalism of their members, these groups may place more stringent record-keeping requirements on public agencies than those mandated under state or federal law. The Records Management Program issues retention schedules indicating **minimum legal** retention periods. Agencies may choose to maintain their records for a longer period of time in order to meet accreditation standards. However, if a professional society requires a shorter retention period than that required in an approved retention schedule, the retention period in the approved retention schedule prevails.

(3) Final Disposition of Records

While the most common method of disposing of records is actual destruction, disposition may also mean the transfer of records to another agency. For example, if a public agency wishes to transfer records to another public agency, then the custody of those records

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

becomes the responsibility of the public agency to which the records are being transferred. If a private historical society requests a loan of certain records, the agency may loan the records but is still the legally responsible custodian of those public records.

The Records Management Program does not require specific methods of destruction for public records. However, depending on the nature of the records and the circumstances of each individual agency, the methods listed below are all acceptable forms of destruction. Many agencies prefer recycling because of its benefit to the environment. However, be aware that sensitive and confidential information must be safeguarded before disposal. Shredding prior to recycling provides an appropriate measure of security for such records.

Recycling

Private companies in many areas of Florida will pay for scrap paper. Some will even pick up large quantities of paper from the agency's premises. However, the custodian in charge of destroying the records must be sure that safeguards exist to prevent the accidental or deliberate misuse of records disposed of in this manner. Confidential records in particular should be shredded or otherwise mutilated prior to recycling. For microfilm, prior to recycling, the film should be shredded and washed in an enzyme solution to remove all silver halide; this permanently removes all information from the film itself, leaving nothing but clear plastic.

Landfill

The burial of public records is feasible in areas where well-managed landfills are operated. Some landfills will dig a hole for you to put the records in and cover them when you are done. Usually, any cost for dumping records in a landfill will be offset by the economy of reducing accumulations of paper in the office. Care should be taken to ensure that the landfill site is well covered and that documents will not be exposed to scavengers or wind. Dumpsters or other receptacles holding records awaiting removal to the landfill should be secured in a locked area or with a padlock to prevent the accidental or deliberate misuse of records disposed of in this manner.

Shredding

Both paper and microfilm can be shredded and the waste product then recycled or placed in a landfill. This form of disposal provides maximum security for sensitive or confidential documents.

Incineration

Environmental considerations have curtailed the use of this method in destroying public records. However, there might be local factories or utilities that will burn records in their boilers or incinerators.

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

(4) Records Disposition Compliance Statement and RMLO Designation

Once a year, each agency will receive from the Records Management Program a compliance statement form on which the agency must answer questions concerning its compliance with records management laws and rules. Your agency should complete and return the form promptly, as compliance data from all agencies is compiled and submitted annually in a report to the Governor and Legislature. Compliance reporting is in accordance with Chapter 1B-24.003(11) and (13), Florida Administrative Code, which requires that “Each agency shall submit to the Division, once a year, a signed statement attesting to the agency’s compliance with records disposition laws, rules, and procedures...The Division shall compile an annual summary of agency records scheduling and disposition activities to inform the Governor and the Legislature on statewide records management practices and program compliance.”

Accompanying the compliance statement will be an RMLO Designation Form which should be returned with the compliance statement. This form will be used by the Records Management Program to maintain up-to-date RMLO information.

IV. ADDITIONAL RECORDS MANAGEMENT INFORMATION

The Division of Library and Information Services publishes handbooks providing additional information on records management topics. These handbooks are available on the Records Management Program Web site at http://dlis.dos.state.fl.us/index_RecordsManagers.cfm. For those lacking internet access, a Resource Order Form is included in Appendix A. The handbooks include:

The Basics of Records Management

Records Management Self-Evaluation Guide

Electronic Records and Records Management Practices

Files Management Handbook

Micrographics Handbook

Public Records Storage Guidelines for Records Centers and Archives

V. ARCHIVES INFORMATION

Archival records are those records determined to have long-term historical, research or other continuing value. Archival records are often referred to as historical records, but their value can be historical, administrative, legal or financial. The term usually refers to records no longer required for current use that have been selected for permanent preservation because of their enduring value. An archives is the agency responsible for collecting, preserving and making available records determined to have permanent or continuing value. “Archives” also refers to the building in which an archival institution is housed.

Archival records are an invaluable source of information on the development of the state and the lives of its citizens. They document our personal lives, our businesses and professions, our government and our culture. Historical records need to be preserved because our government is obligated to maintain them and because they tell us where we have been, offer insights into where we are now and provide vision for our future. Historical records are used to provide information on the programs and functions of government, to prove ownership of property and to document family history. Archival records document the rights and privileges we have as citizens and the responsibilities, duties and limitations of our government.

Archivists and records managers work together to identify, select and preserve historical records. Records managers, through the application of standard records management practices, ensure that records and information are properly identified and managed in the office and that, through the scheduling and disposition process, archival records are preserved. Archivists in the Division of Library and Information Services review record series described in retention schedules and disposition notices for archival value. If a determination is made that the records have archival value, the agency is notified.

Archivists appraise records to determine archival value. Age and format alone do not determine archival value. Records and information being created today can have archival value equal to that of records created over 100 years ago. Information maintained electronically can have archival value equal to that of records on paper or bound in a volume. The characteristics of records that justify their continued retention as archives include such values as:

- evidential value – the value of the evidence records provide of the origins, structure, functions and operations of the agency that created them
- informational value – the research or reference value of the information contained in the records
- financial, legal and administrative value – the value of the records for the conduct of current and future agency business

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

- intrinsic value – value of records deriving from their association with an historical event or person

The State Archives of Florida, a program of the Division of Library and Information Services, serves as the central repository for the archives of state government. In the broadest sense, the purpose of the State Archives of Florida is to preserve and make available to the public and the agency that created the records the permanent public and private records in its custody. The Archives' specific mandate in section 257.35, F.S., authorizes the State Archives of Florida, Division of Library and Information Services, to collect, preserve and make available for research the historically significant public records of the state, as well as private manuscripts, local government records, photographs and other materials that complement the official state records. The Division is also empowered to direct and effect the transfer to the archives of any records determined by the Division to have such historical value to warrant their continued preservation or protection, unless the head of the agency which has custody of the records certifies that the records shall be retained in the agency's custody for use in the conduct of the regular current business of the agency. Title to any records transferred to the State Archives of Florida is vested in the Division. State government public records in the State Archives are available to the public and the creating agency in accordance with Florida statutes.

All public records transferred to the State Archives of Florida must be properly scheduled through the Records Management Program as described above. Once this process is complete, contact the State Archives staff for instructions and assistance in completing a transfer. Information provided includes the types of storage boxes to use, instructions on packing the boxes, labeling the cartons and documenting the records transfer.

Some local government agencies and jurisdictions also have formal archival programs.

Local government archival records reflect and touch the lives of most citizens. Such records document property ownership, birth, death, marriage, school attendance and many other aspects of our lives. The valuable information they contain must be not only preserved but made available to people to use. There are many options a local government can take to preserve and make available its archival records. Not all local governments need to establish a formal archival program as found at the state and national level.

The first step local governments should take to formally begin the process is to pass an ordinance or resolution officially authorizing the operation of a records management and archives program. A resolution demonstrates the local government's commitment to preserving its historical records and emphasizes the importance of this activity to managers, employees and the public. There are several options a local government might consider when planning to care for its archival records. Governments can:

1. Include the identification, preservation and availability of archival records as a part of the government's overall record-keeping process. This option requires the records custodian to care for the records from creation to disposal or permanent retention. Office records are

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

identified, scheduled and maintained in the creating office, and inventories are created to assist researchers in using the records. Office staff assist researchers using the records. This option is useful for governments with few archival records, such as school boards, and is economical in that office staff and facilities are used to maintain the records.

2. Incorporate an archives program into a comprehensive records management program. Records centers can be adapted to store archival records and staff can receive basic archival and preservation training to handle the archival records. The Records Management Liaison Officer, or another individual, can be given the archives responsibility and can serve as the point of contact for researchers using the records. This option should include provisions for a proper storage environment for the archival records in the records center.
3. Establish an independent archives program, including an archives building and a staff of professional archivists, with a dedicated source of funding. This option requires the largest amount of resources and commitment.
4. Create a multi-government archival program where several local agencies or jurisdictions pool their resources to preserve and make available local historical records. An example would be where the county Clerk of Court, Board of County Commissioners and School Board work together to form one archival program documenting the county's history, or where a city and county form a cooperative archives program.

All local governments interested in establishing an archives program are encouraged to contact the Division of Library and Information Services for assistance. The Division can provide technical assistance and training in all areas of archives management including program establishment, records identification and selection, access and public programs, preservation and program assessment.

VI. GLOSSARY

Active Records: Those records that still have sufficient administrative, fiscal, legal or historical value to warrant their continued storage in an easily accessible area (i.e., office area).

Agency: "[A]ny state, county, or municipal officer, department, district, division, board, bureau, commission or other separate unit of government created or established by law." (1B-24.001(3)(a), F.A.C.)

Appraisal: The process of determining the value and thus the disposition of records based upon the current administrative, legal and fiscal use; their evidential and informational or research value; their arrangement; and their relationship to other records.

Archives: An organization dedicated to the preservation of documents deemed to have historical significance. Usually an archives will also accept, arrange and preserve such records according to approved archival practices. *See also State Archives of Florida.*

Custodian: "[T]he elected or appointed state, county, district, or municipal officer charged with the responsibility of maintaining the office having public records, or his or her designee." (1B-24.001(3)(b), F.A.C.)

Disaster Preparedness: Policies and procedures for preventing, responding to, and assessing and recovering from the damage resulting from a natural or man-made disaster or emergency situation, including the systematic identification of those records which are vital to an agency's purpose and a plan to protect such records. *See also Vital Records.*

Disposition: The process of disposing of public records, whether by actual destruction, off-site storage or transfer to an archives.

Division: "[T]he Division of Library and Information Services of the Department of State." (1B-24.001(3)(d), F.A.C.)

Drafts: "[M]aterials, which constitute precursors of governmental 'records' and are not, in themselves, intended as final evidence of the knowledge to be recorded. Information in a form which is not intended to perpetuate, communicate, or formalize knowledge of some type and which is fully represented in the final product is a 'draft' and not a 'public record.'" (1B-24.001(3)(p), F.A.C.)

Duplicate (or Convenience) Records: "[R]eproductions of record (master) copies, prepared simultaneously or separately, which are designated as not being the official copy." (1B-24.001(3)(j), F.A.C.)

Electronic Records: "[A]ny information that is recorded in machine readable form." (1B-24.001(3)(g), F.A.C.; 1B-26.003(5)(d), F.A.C.)

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

Files Management: Applying records management principles and techniques to filing practices in order to organize and maintain records properly, retrieve them rapidly, ensure their completeness and make their disposition easier.

General Records Schedule: "[R]etention requirements issued by the Division to establish disposition standards for public records common to specified agencies within the State of Florida which state the minimum time such records are to be kept." (1B-24.001(3)(f), F.A.C.) *See Appendix A for a complete list of all general records schedules and information on obtaining general records schedules.*

Inactive Records: Those records which have lost some of their value or have been superseded by new records, but which have not reached their specified retention. These records can be stored off-site until final disposition.

Intermediate Records/Processing Files: "[T]emporary records used to create, correct, reorganize, update, or derive output from master data files. Intermediate records are precursors of public records, and are not, in themselves, public records which must be retained. Intermediate records only exist provided a final product is subsequently generated which perpetuates, communicates, or formalizes knowledge of some type. In the absence of such a final product, processing files constitute final evidence of the knowledge to be recorded and shall not be construed as intermediate files for the purposes of this chapter." (1B-24.001(3)(n), F.A.C.)

Public Records: "[A]ll documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency." (Section 119.011(11), F.S.)

Record (Master) Copy: "[P]ublic records specifically designated by the custodian as the official record." (1B-24.001(3)(i), F.A.C.)

Record Series: "[A] group of related documents arranged under a single filing arrangement or kept together as a unit because they consist of the same form, relate to the same subject, result from the same activity, or have certain common characteristics." (1B-24.001(3)(k), F.A.C.) A record series might contain records in a variety of forms and formats that document a particular program, function or activity of the agency.

Records Center: A facility especially designed and constructed for the low-cost and efficient storage and furnishing of reference service on inactive records pending their final disposition.

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

Records Inventory: The systematic categorization of records inside an agency; this is an inventory performed towards the development of retention periods for record series, or identification of record series described in the various general record schedules published by the Records Management Program.

Records Management: The application of systematic and scientific controls to recorded information required in the operation of an agency's business. Records management seeks to manage and control records throughout their life cycle, from their creation and distribution, through their filing and use, and ultimately to their final disposition or permanent retention.

Records Management Liaison Officer: “[A]n individual designated by the agency that serves as a contact person to the Division and is assigned responsibilities by the Custodian.” (1B-24.001(3)(m), F.A.C.)

Records Retention Schedule (Form LS5E105Reff.1-01): “A standard approved by the Division (of Library and Information Services) for the agency's orderly retention, transfer, or disposition of public records taking into consideration their legal, fiscal, historical, and administrative values.” (1B-24.003(1), F.A.C.)

Retention: The minimum period of time for which a record series must be retained before final disposition, based upon the administrative, legal, fiscal and historical values of the record series.

Semi-Active Records: *See Inactive Records.*

State Archives of Florida: “[T]he program maintained by the Division for the preservation of those public records and other papers that have been determined by the Division to have sufficient historical or other value to warrant their continued preservation by the State and which have been accepted by the Division for deposit in its custody.” (1B-24.001(3)(e), F.A.C.) *See also Archives.*

Supporting Documents: “[P]ublic records assembled or created to be used in the preparation of other records which are needed to trace actions, steps, and decisions covered in the final or master record.” (1B-24.003(o), F.A.C.)

Vital Records: Those records which are essential to the operations of an agency and/or which protect the rights of individuals; often, vital records are identified as part of a disaster preparedness program, and they constitute those records that are needed in order to reestablish the business of the agency after the disaster. *See also Disaster Preparedness.*

**FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK**

**APPENDIX A
Obtaining Schedules, Handbooks and Other Resources**

The publications and resources of Florida's Records Management Program are available on the records management home page at http://dliis.dos.state.fl.us/index_RecordsManagers.cfm]. We recommend you consult these publications on the Web to ensure that you are working with the most current information. If you are unable to access these materials on the Web, please complete and mail or FAX this form to:

**Division of Library and Information Services
Records Management Program
Mail Station 9A
Tallahassee, FL 32399-0250
FAX: (850) 245-6795**

NOTE: PLEASE BE SURE TO SPECIFY THE QUANTITY DESIRED!

- _____ GS1-L Local Government Agencies
- _____ GS1-S State Government Agencies
- _____ GS2 Law Enforcement, Correctional Facilities and District Medical Examiners
- _____ GS3 Supervisors of Elections
- _____ GS4 Public Hospitals, Health Care Facilities and Medical Providers
- _____ GS5 Universities and Community Colleges
- _____ GS7 Public Schools Pre-K-12, Adult and Vocational/ Technical
- _____ GS8 Fire Departments
- _____ GS9 State Attorneys
- _____ GS10 Public Defenders
- _____ GS11 Clerks of Court
- _____ GS12 Property Appraisers
- _____ GS13 Tax Collectors
- _____ GS14 Public Utilities
- _____ GS15 Public Libraries

- _____ Records Retention Schedule (Form LS5E105Reff.1-01)

- _____ The Basics of Records Management
- _____ Records Management Self-Evaluation Guide
- _____ Electronic Records and Records Management Practices
- _____ Files Management Handbook
- _____ Micrographics Handbook
- _____ Public Records Storage Guidelines for Records Centers and Archives

- _____ Chapter 119, F.S.- Public Records
- _____ Chapter 257, F.S.- Public Libraries and State Archives
- _____ Rule 1B-24, F.A.C.- Public Records Scheduling and Dispositioning
- _____ Rule 1B-26.0021, F.A.C.- Records Management Standards and Requirements- Microfilm Standards
- _____ Rule 1B-26.003, F.A.C.- Records Management Standards and Requirements- Electronic Record-keeping

Name/Title: _____

Agency: _____

Address: _____

FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK

APPENDIX B
Records Management Liaison Officer Designation Form

**RECORDS MANAGEMENT LIAISON OFFICER (RMLO)
DESIGNATION FORM**

Please provide current information about your agency Records Management Liaison Officer (RMLO) in the spaces below. Thank you.

Agency Name: _____

RMLO Name: _____

RMLO E-mail Address: _____

RMLO Mailing Address _____

Telephone # _____ **Fax #** _____

Authorizing Official:

Name (please print) _____

Title _____

Signature _____ **Date** _____

PLEASE RETURN TO:

Division of Library and Information Services
Florida Department of State
Mail Station 9A
Tallahassee, FL 32399-0250
FAX: (850) 245-6795

FLORIDA DEPARTMENT OF STATE
BASICS OF RECORDS MANAGEMENT HANDBOOK

APPENDIX C
Public Records and Freedom of Information Policy Sources

For a comprehensive reference tool regarding exemptions, we recommend the *Government-in-the-Sunshine Manual*, which is compiled by the Office of the Attorney General. The publisher can be contacted at:

First Amendment Foundation

336 E. College Ave., Suite 101

Tallahassee, FL 32301

Phone: (800) 337-3518

Fax: (850) 224-0435

<http://www.floridafaf.org/>

Published by the College of Journalism and Communications at the University of Florida, the “Brechtner Report” is a monthly newsletter dealing with public records, access and freedom of information issues. The publisher can be contacted at:

Brechtner Center for Freedom of Information

3208 Weimer Hall

College of Journalism and Communications

University of Florida

Gainesville, FL 32611-8400

Phone: (352) 392-2273

Fax: (352) 392-9173

<http://brechtner.org/report.asp>

APPENDIX D
Professional Organizations

Association of Records Managers and Administrators Inc. (ARMA)

13725 W. 109th St., Suite 101
Lenexa, KS 66215
Telephone: (913) 341-3808
Fax: (913) 341-3742
<http://www.arma.org/>

**National Association of Government Archives and Records Administrators
(NAGARA)**

48 Howard St.
Albany, NY 12207
Telephone: (518) 463-8644
Fax: (518) 463-8656
<http://www.nagara.org/>

Association for Information and Image Management (AIIM)

1100 Wayne Ave., Suite 1100
Silver Spring, MD 20910
Telephone: (301) 587-8202
Fax: (301) 587-2711
<http://www.aiim.org/>

Society of American Archivists (SAA)

527 S. Wells St., 5th Floor
Chicago, IL 60607
Telephone: (312) 922-0140
Fax: (312) 347-1452
<http://www.archivists.org/>

Society of Florida Archivists (SFA)

P.O. Box 7694
Lakeland, FL 33807-7694
<http://www.florida-archivists.org/>

Florida Records Management Association (FRMA)

P.O. Box 10183
Brooksville, FL 34603-0183
<http://www.frma.org/>