

## 2022 Annual Report - Records, Archives and Information Management Services (RAIMS)

RAIMS still continues to be a popular place for storage of permanent and non-permanent records. During 2022 we received 489 cubic feet of records from the various departments and were able to destroy 235. Many of the incoming documents are listed as permanent which means they can only be destroyed after being converted to electronic and microfilm formats. The county-wide electronic content management has a great impact on staff's workloads as we are moving away from microfilm and paper to electronic format. It is a slow process because the quality control portion of this endeavor has to be extremely accurate before anything is destroyed. We also have to adhere to certain laws that relate to records management procedures.

The two Document Specialists, Kris Martin and Robin Cuppernell have continued to excel in mastering the functions of the Hyland Onbase records management system. As we move through different departments introducing the system; Kris and Robin have prepped, scanned, and indexed 325,440 documents of Probation, Tax Polls, Sheriff, District Attorney Offices, DSS, BOE, RAIMS, Town of Geneva and Town of Seneca. They quality checked all of the images that were scanned by the vendor and departments and corrected some of the indexing. All of the staff quality checked the Surrogate Court records that were scanned by an outside vendor which totaled 750,000 images.

In 2022, Casey Maves, the RAIMS records clerk/document specialist retrieved 1204 files for the different departments which eventually are returned and put back in storage. In addition, there were 446 inter-filings. These are documents that need to be added to existing file folders, mostly from the County Clerk, District Attorney, and Public Defender's Offices. As the DA's Office is set up with the OnBase System, Casey will scan their interfiles in order to have a complete electronic file. This position is also in charge of shelving incoming boxes, notifying departments when records are due for destruction, and for pulling document boxes to shred the content. Casey inventoried the record boxes that were sent to the vendor to be scanned approximately 213 boxes. He created 149 inventory lists and created transfer sheets for this project. He was also able to prep, scan and index 743 documents.

We were able to hire a new part time employee, Tori Agostinelli at the end of this year. She is in the process of learning the Munis financial system and will be ordering supplies, paying invoices and other clerical duties. Welcome Tori!

In 2020 there was a big change in the record management world. A new record retention schedule was presented to all local government agencies including school and fire districts. This ***Retention and Disposition Schedule for New York Local Government Records (LGS-1)*** is a single, comprehensive retention schedule covering records of all types of local governments. It consolidates, revises and supersedes the *CO-2, ED-1, MI-1, and MU-1 Schedules*. The County adopted this new schedule by resolution and the staff at RAIMS introduced it to each department explaining the changes and additions particular to their department records. Staff at RAIMS is continual working with the departments to help them adjust to this new procedure.

To continue with our public service, Brooke Morse, Assistant RMO, answered 322 email reference questions. The number of in-house researchers was 93; it is slowly rising after COVID. Reference questions by mail, telephone and our new online research request workflow have gone up by 25%. Indexing and editing projects continue at Brooke Morse's desk such as the additional processing, preservation, and indexing of historical civil and criminal proceedings, Supreme Court Records, and tax assessment rolls from former towns in Ontario County that eventually became a part of another county. The bulk of these tax assessments date from 1813-1821 and can be very useful in locating where, when, and for how long a family may have lived in an area before moving on.

Most of our volunteers have returned after being away for almost 2 years because of COVID. The total hours of our four dedicated volunteers was 331 hours. They helped with indexing projects like the earliest Oyer & Terminer Court Records, early coroner reports and 1905 and 1925 New York State Census Records. Each of these volunteers bring something special to the table and we are all so grateful for their dedication and time.

In October, to recognize Archives Month, RAIMS held an Open House and displayed a new exhibit. The Open House was held on October 20<sup>th</sup>, and the new exhibit was "Tracks to Freedom; the Underground Railroad in Ontario County." Dr. Preston Pierce, County Historian gave a short and interesting lecture concerning the exhibits. There was a great turn out this year; however, if you missed it the exhibit will be on display for the next few months. On the following day, members from Leadership Ontario visited RAIMS to review the exhibit about the Underground Railroad and listen to a lecture given by County Historian Preston Pierce about the exhibit. The Leadership Ontario program consists of 12 full day sessions over the course of one year including a two-day retreat to kick off the program and ending with a graduation ceremony. Each program day highlights a key focus area of Ontario County. RAIMS was happy to participate in their program day: *Making History: Leadership, Then, Now and Beyond*

RAIMS was awarded a LGRMIF grant for 2022-2023 for \$104,300 to scan the County departments' records and upload them into the ECM and to establish a Shared Service with the Soil and Water Conservation District by scanning the farm records and hosting them on our new system. This is the fourth agency we host and has proved to be a benefit for the towns/agency that would not normally be able to afford this robust system.

The RMO continues to work with the IT staff reviewing Hyland Onbase, the ECMS for the County. RAIMS is the primary department that convert all the back files of all the County's departments to digital images and oversees the retention and deposition of the records.

FOIL requests is another duty that keeps RAIMS busy. Handling FOIL request occupies 75% of the Records Access Officer's time. The total number of FOIL request replied to this year was 585. There has been increase of request for body cam footage. This has made an impact on the Sheriff's Office and the Jail. Chief Deputy John Falbo, Lieutenant Michael Dietschler have been a tremendous help in retrieving and reviewing the footage. Many thanks to the County Attorney's Office, particularly, Matt Turetsky, Ben Gilmore, the DA Jim Ritts and the Sheriff's Records Center, especially Felicia Griffin, Sue McCrystal and Amy Hoose for their help in answering these requests.

The RMO was part of a panel discussion "Organizing your Records Room" presented at the New York Association of Local Government Records Management Officers (NYALGRO) Conference on June 12-14, 2022. It was held in Albany, NY. She has served as Treasurer for the last 8 years for the organization.

I want to take this opportunity to thank the RAIMS staff for all their work, the Board of Supervisors and the County Administrator and staff for their support of the Department of RAIMS.

**THE STAFF:**

*Rosemary Switzer, Director and Records Management Officer and Records Access (FOIL) Officer*

*Dr. Preston Pierce, County Historian (PT)*

*Brooke Morse, Assistant Records Management Officer*

*Casey Maves, Document Specialist*

*Robin Cuppernell, Document Specialist*

*Kristine Martin, Document Specialist*

*Tori Agostinelli, part time clerk*