



Records Management in the “Zoom Age”

Implications of Remote Work and Online
Conferencing

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Objectives

What has
Changed for Our
Work
Environment

Records Mgmt.
and Defining a
Record

Records Mgmt.
Considerations
for Remote Work

Records
Retention of
Teleconferencing
Records

Before Pandemic



- Centralized Work Environment
- Physical records plentiful
- In-person meetings
- Oral communications

How Are We Working Now

- Decentralized
- Reliance on technology and electronic records
- Meetings via online platforms
- Communications more recorded/transcribed than before



Ohio Attorney General's Office Change

Before Reduction

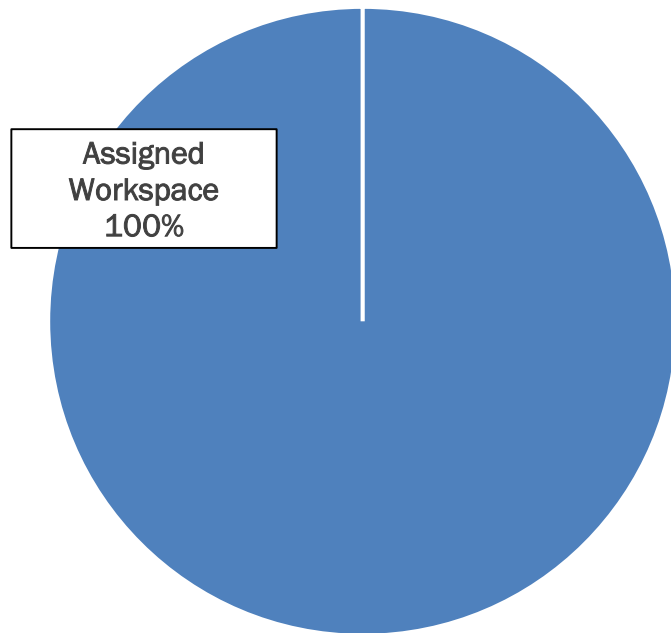
- 10 Buildings Around the State
- 20 Floors Between High-Rises
- In-person work environment
- Mixture of desktops and laptops
- In-person meetings and events
- Mixture of physical and electronic records storage

After Reduction

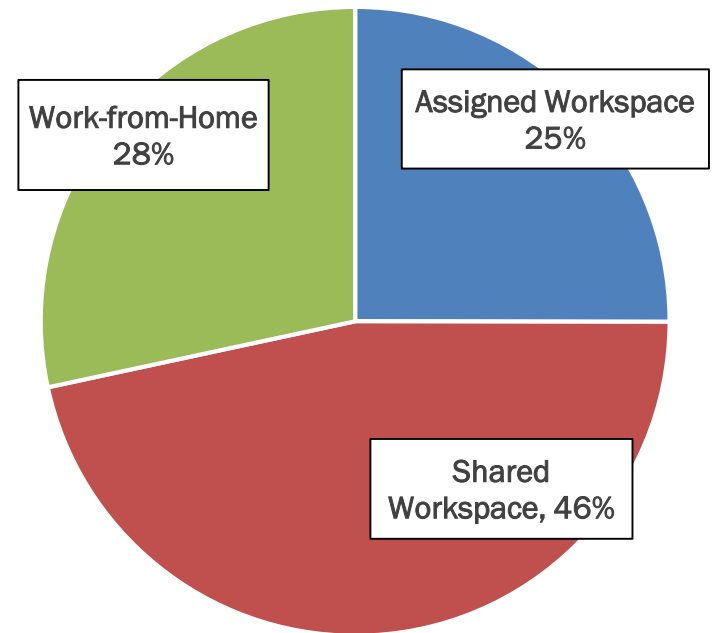
- 9 Buildings Around the State
- 11 Floors Between High-Rises
- Hybrid Work Environment
- Shift to all laptop devices
- Use of teleconferencing, even for presentations with clients and public
- Reduction of record storage (less filing cabinets, more electronic storage)

Footprint Change for Cincinnati, Columbus, and Toledo Offices

Before October 2020



After October 2020



Footprint Change for Cincinnati, Columbus, and Toledo Offices

Before October 2020

After October 2020



What Has Not Changed

Functions of
Government

Public Records
Law

Records
Retention
Requirements

Audit
Requirements

Preserving
Records for
Discovery or
Subpoenas

Poll Question # 1

- How many of your office's made an operational change to how you work due to the pandemic?
 - A. We have staff now working from home
 - B. We have a hybrid environment where some staff work from home while others come to the office
 - C. We are still working in the office

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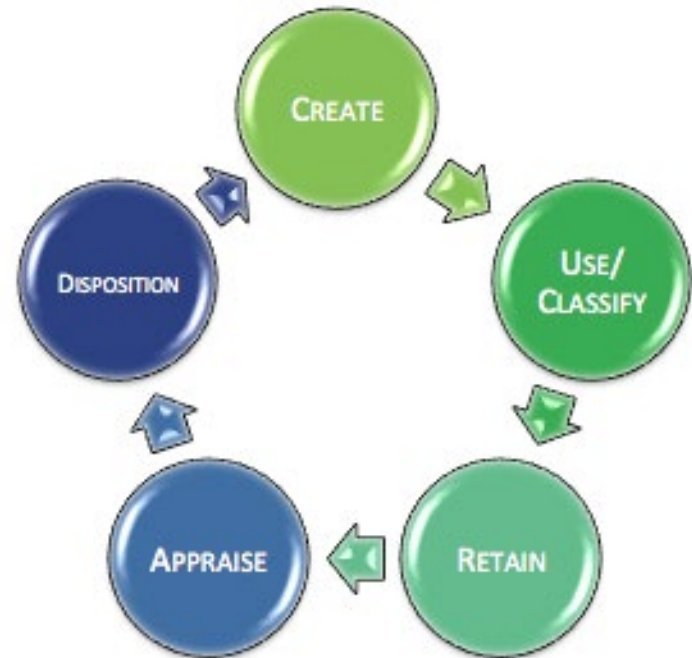
Records
Retention of
Teleconferencing
Records

Poll Question # 2

- The retention of a record is based on:
 - A. Format
 - B. Author
 - C. Content
 - D. Where it is Stored

Things to Remember with Records Management

- Policies, systems, and procedures to manage records across their life cycle
- Manage and retain per **content** of record
- Per your records retention schedules
- Assures records available for public records requests and discovery requests



What is a "Record"?

(ORC 149.011)



Stored on a Fixed Format: Paper, computer files, emails, microfilm, photos, audiovisual files, etc.

Created, received or sent under jurisdiction of public office

Serves to Document: Organization, Procedures, Functions, Operations, Policies, Decisions, Other activities

All records, public or not, are subject to records management and retention laws.

Public Records and Records Management

- Records Retention crucial to compliance with Public Records Law
 - Retention Schedules provides list a records office keeps and for how long.
 - If cannot produce that which we are supposed to have, could result in financial penalties.
- Public Record Exemptions in ORC 149.43.
- Ohio Attorney General “Yellow Book” and Online Training available

Convenience, Transient, and Non-Record Definitions

Convenience Copies

- Copies of Official Records
- Copies of reports, publications, submitted HR/Finance Forms, etc.
- Printout of an electronic file in your network

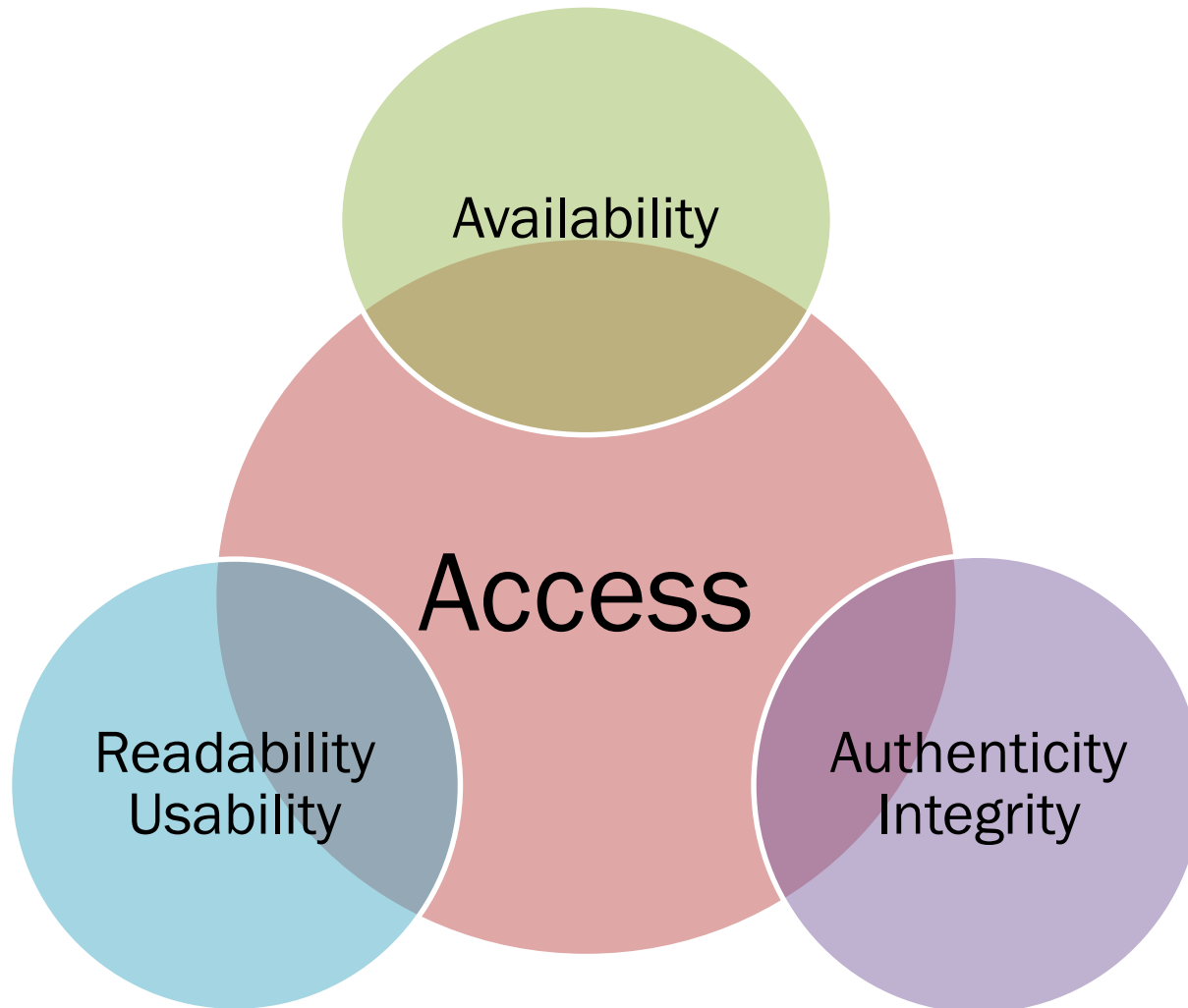
Transient Documents

- Docs of temporary importance
- Drafts, phone msgs/faxes, meeting requests & scheduling, notes
- Technically a Record of the Office

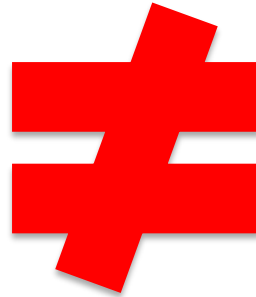
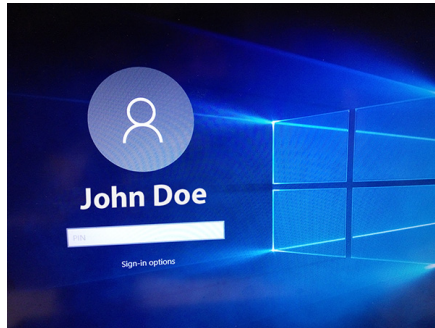
Non-Records

- Not a record as defined by ORC 149.011(G)
- Personal items, charitable events, financial disclosures, spam, etc.

3 Goals for Accessible Records



A Note about Storage Media



Record Series

Retention Period

In fact, the determined retention period may ultimately play a role in determining the best storage media for a particular record series

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Poll Question # 3

- What has been the biggest hurdle for your office concerning managing records during the pandemic?
 1. Storing and Accessing Records
 2. Information Security
 3. Duplication of Records
 4. Records Destruction

Questions to Ask Ourselves

1. Where should teleworking employees save their work?
2. What security protocols need to be followed by employees who telework?
3. How are managing records for purposes of records retention and public records requests?

File Storage

Avoid if Possible

- Storing to Local Drive
- Using personal computers or cloud storage accounts to store work of office
- Using personal cell phone or email to msg about office business
- Keeping paper files at home

- Save to the Office Network
- Use office-issued computers or cloud storage accounts to store records of office
- Use office- issued cell phones or forward texts to office email account
- Return files to office when not in use or have them scanned

Best Practice

Security of Records and Information



- Secure Network Access (VPN) and Internet Connection
- If records need to be shared outside of network, use encryption tools.
- Secure/lock devices or paper records with sensitive information when not using in your home.

Retention and Disposition of Records

- Keep your Records Retention Schedules Up to Date
- Commit to your records disposal approval process
- Policy on when paper files can be taken out of the office/returned
- Policy on shredding paper files



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What Does this Mean for Records Management?



Video Teleconferencing



Poll Question # 4

- Which teleconferencing platform does your office use:
 - A. Zoom
 - B. Microsoft Teams
 - C. Webex
 - D. GoToMeetings
 - E. None

Types of Records to Consider

Recording of
Meeting

Chats

Question and
Answer Chats

PowerPoint
Slides

Documents
Shared

Audience
Feedback

Breakout
Rooms (*Zoom*)

Team Channels
(*Microsoft
Teams*)

Concerns with Teleconferencing Platforms

Storage Concerns

- Platforms owned by 3rd parties
- Platform is not a document repository
- Large file formats

Retention Concerns

- What are the defaults?
- Autosave vs. Autodelete

Compliance Concerns

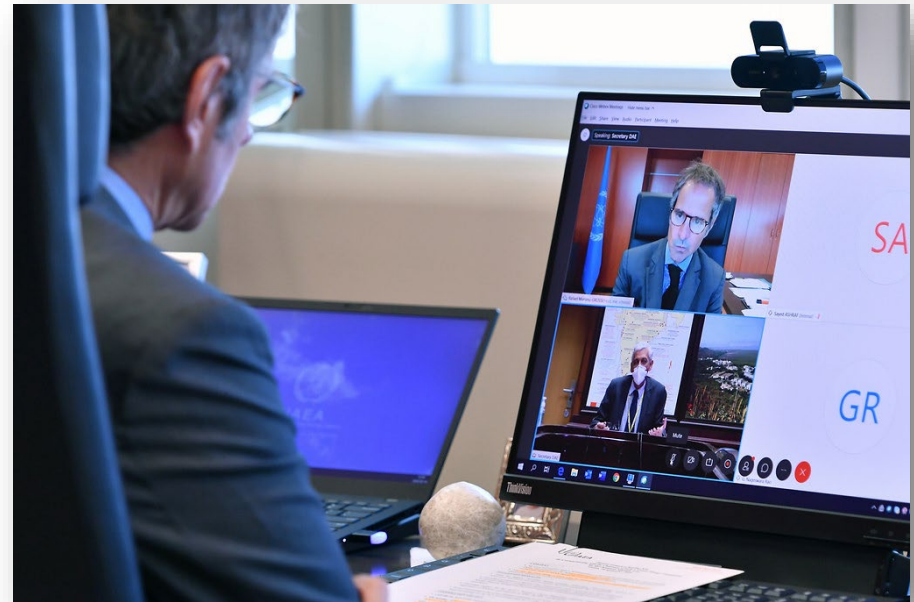
- Records may be needed for a public records, audit, or discovery request
- Is sensitive or confidential info being shared?
- How are employees using accounts? Do they get disabled?

Poll Question # 5

- Should my Office record all online meetings?
 - A. Yes
 - B. No
 - C. It Depends

Retention Question 1: Why is the Meeting Being Held?

1. Ease of communication
2. Serves to document a function – Special project, contract negotiation, training, open hearing, etc.
3. Statutorily Required



Retention Question 2: Do you Transcribe?



- If meeting minutes written, recording potentially transient.
- If meeting minutes reference pts. in recording, then retain recording.
- Documents shared or referenced in minutes need to be retained.

Retention Question 3: What is the purpose of the meeting?

- Is this a staff meeting, open hearing, webinar training, etc.?
- Determining the purpose of the meeting will help determine the appropriate records retention schedule to apply to the records produced from the meeting.



Note on Microsoft Teams

- More than just a teleconferencing platform; it is Office 365
- Backs up to Microsoft OneDrive
- Chats, documents shared, Teams channels are conducted outside of Teams “environment”
- Office 365 (*depending on version*) provides records management tools to assist.

Resources



Ohio History Connection &
State Archives



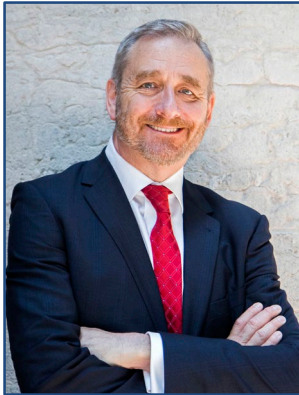
DAS General Retention
Schedule



Ohio Electronic Records
Committee (OhioERC)



Ohio County Archivists
and Records Managers
Asso.



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