

# Memorandum

## City of Lawrence

### City Clerk's Office

**TO:** David L. Corliss, City Manager

**FROM:** Jonathan Douglass, Assistant to the City Manager/City Clerk

**DATE:** January 4, 2012

**RE:** Completion of Record Storage Outsourcing Project

#### Background

For years, many city records have been sent to the city's SWAN (Solid Waste Annex North) Building in North Lawrence for long term storage. The SWAN Building's main function is to house the city's Waste Reduction and Recycling offices and cardboard recycling operations. A mezzanine above the offices served as a storage area for records (see photos below).



SWAN mezzanine viewed from recycling warehouse floor.



North half of SWAN mezzanine storage area.

In early 2011, the City Clerk's Office began looking at alternatives for records storage to address security, accessibility, cleanliness, organization, and capacity concerns. In July 2011 the city utilized a competitively bid State of Kansas contract to enter into an agreement for records storage and destruction services with Jayhawk File Express (JFE) out of Topeka.

Outsourcing long term storage and destruction of records offers the following advantages over storing the records in a city facility:

- Secure facilities for storage of sensitive and confidential records such as personnel, workers compensation, and investigative records;
- Clean and appropriately fire protected facilities for long term storage of paper records;
- Well established database systems for labeling and retrieving records on demand;
- Automated processes for destroying records when they reach retention dates;
- Minimal city staff involvement in tracking and moving heavy boxes of records.



A leaking ceiling at SWAN compromised the long term survival of some records.



Fire sprinklers at SWAN protected the building, but threatened the records.

### **Project Completion**

We began the project by going through the City Clerk's Office records then expanded to other departments. Records were re-boxed when the boxes had deteriorated to a point that they could not support enough weight. Boxes were labeled with a department/division name, a description of the contents and a destruction date. A barcode from JFE was placed on each box, and then the boxes were stacked on pallets, wrapped in plastic, and brought down to the warehouse floor by forklift, to be picked up by JFE and taken to their facility for intake.

When the boxes are processed by JFE they scan the barcode, code the contents of the box and the destruction date into their database, and place the box into their facility. If we need to request retrieval of the box they simply bring up the location in their database, pull it from storage, and deliver it to us the same day or next day. When a box reaches its destruction date, JFE sends us an email asking us to confirm if we want it destroyed or if we want to set a new destroy date.



Records that had passed their state mandated retention dates, other regulatory requirements, and city determined retention times were placed on separate pallets to be securely shredded by JFE. The biggest collections of records at the SWAN Building belonged to Finance and Utility Billing, and Planning and Development Services, with smaller but significant numbers of records belonging to the City Manager's Office, City Clerk's Office, Human Resources, Risk Management and the City Attorneys Office. Cooperation among departments and significant amounts of staff time were required to process each department's records.



Thousands of rolled building plans were stored at SWAN. Many have been transferred to JFE and we are exploring options for scanning the rest.



Mountains of damaged boxes were replaced and then recycled by the Waste Reduction and Recycling Division.



Palletized records wait to be shipped out to Jayhawk File Express.



This storage room at SWAN was cleaned out and records were sent to storage.



BEFORE



AFTER



Conclusion:

A total of **1,289 cubic feet** of boxed records (878 boxes), plus **165 rolled plans**, are currently in storage at Jayhawk File Express.

A total of **9,283 pounds** of records beyond their retention dates were shredded.

The City Clerk's Office coordinates records management with JFE, including requests to store and retrieve records.

The City Clerk's Office is now working to electronically archive various records stored at City Hall.

