

---

**Subject:** Records Management Policy  
**Policy No.:** 300-0005  
**Effective Date:** 3/12/2007 **1<sup>st</sup> Revision on 9/13/2010**  
**Codified:** 8/27/2007

---

## CITY OF WOODSTOCK, GEORGIA

### RECORDS MANAGEMENT POLICY AND PROCEDURES

Records storage box requirements

1. Unless otherwise approved, all records must be packed in the standard records center storage box.
2. Standard box specifications (commodity contract information) – Order from Office Depot.

Item #	List Price	Our Price	Units
199570	\$52.80	\$23.29	Carton

[Bankers Box® Stor/File™ Storage Boxes, Lid Closure, 10"H x 12"W x 15"D, Letter/Legal, White, Pack Of 12](#)

3. Boxes must be new and free of all markings except for the department box number as described below in the section [Numbering boxes](#)

#### **Packing records to be stored**

1. When removing records from file cabinets, keep them in order. For example:
  - **If filed in numerical order** - begin packing the first box with the lowest number as the first file and pack all files in order ending with the highest number as the last file in the last box in a shipment.
  - **If filed in alphabetical order** - begin with "A" in the first box and keep the files in order throughout so the last letters of the alphabet will be in the last box.
2. If records in the file cabinets are not arranged in a logical order that can be used for retrieving files, they must be put in order before packing boxes. For the purpose of returning files to the department from records in storage, Records Management staff must be able to quickly and easily locate a file within a box.
3. Place legal size and letter size records upright in the box, as they would be arranged in a file drawer. Leave two (2) inches of space in the box.
  - Place letter size records in the box facing the front end, which will be numbered as described in [Numbering boxes](#).
  - Place legal size records in the box sideways, facing the left-hand side of the box.
  - Stack computer printouts and ledgers on their backs facing the lid of the box. Do not stack above hand holes.

4. Keep records that are within the same retention period together in the same box. In other words, don't put files that can be destroyed in two years together with files that you have to keep permanently.

**Numbering/Labeling boxes: Labels will be provided.**

1. Place label on one end of the box. Do not put label on lids. Make sure the label is visible when another box is stored on top of it.

2. Number and Label the box as follows:

Dept #: \_\_\_\_\_

Box #: \_\_\_\_\_ (Dept's assign these numbers – do not duplicate)

Record Type: \_\_\_\_\_

Destruction Date: \_\_\_\_\_

Retention #: \_\_\_\_\_

Records Owner Name: \_\_\_\_\_

**Stacking boxes for pick up**

1. Stack boxes six high or less to prevent crushing of bottom boxes.

2. Stack boxes in numerical order. Boxes must be stacked with the first or lowest number as the top box. This is required to reduce the number of times the boxes have to be lifted and moved in order to be accessioned into storage.

3. Keep boxes for each transmittal together in one location.

4. The department contact person will be called to schedule the pick up of containers. Be sure the contact person is available at that time as there may be questions that have to be resolved or the containers cannot be picked up.

**Verifying contents of containers for storage**

1. The identifying information on the file folders for the first and last files in each container must match the transmittal information.

2. Box numbers must agree with the transmittal information.

3. The first/last files and the box numbers will be checked by Records Management staff as needed to ensure that the correct group of containers is being picked up for storage and that the records will be maintained for the approved period of time before disposal.

4. Department staff must maintain an itemized list of all the files in each container. If you need to request the return of a file from storage, you must be able to identify the container in which it is located.

Eligibility Criteria for Storage at City's Records Center

For a department's records to be eligible for storage in the Records Center, these criteria must be met:

- The records must be from a City of Woodstock department;

- The material must be classified as a record according to the definition in the Georgia Records Act and a retention period assigned to that record as per the approved retention schedule;
- The access rate must not exceed one (3) per box per year;
- The records must have at least one (1) year of retention time remaining;
- The records must not be duplicated or on hard copy records already in storage at the Records Center, unless the organization of the records to be stored differs from that of the records on file and such organization is necessary to satisfy program requirements;
- A Records Center Storage Transmittal Form, must be submitted to and approved by the Records Manager for each box;
- The records must be packed, organized, and labeled correctly as outlined in this policy.

### Obtaining Approval for Storage at City's Records Center

Once you determine that the records are generally eligible for storage at the Records Center, prepare and submit the Records Center Storage Transmittal Form, as follows:

1. All forms must be submitted electronically and via hardcopy w/department heads signature.
2. Complete one form for the records series you wish to store at the City's Records Center. The form need only be submitted once for each type of records. For instance, only one form for the accounts payable files for fiscal year 2006-07.
3. Obtain departmental approval from the department director (electronic copy won't have signature).
4. Then submit the form to the Records Manager for final approval.
5. The Records Manager will arrange to have the boxes picked up and placed in the Records Center for storage.
6. Once stored, the department will receive a copy of their finalized form with confirmation of storage completion.

### REQUESTING OR RETURNING STORED RECORDS

Requesting a record stored at the Records Center is an easy matter. By following these guidelines you can quickly retrieve the information you need.

Contact the Records Center in one of three ways

- 1) call the Records Manager's Office at ~~770 592-6052~~ or 770 592-6002
- 2) FAX your request to us at (770) 926-1375
- 3) send an email to [gbrazie@woodstockga.gov](mailto:gbrazie@woodstockga.gov); or [rpezzello@woodstockga.gov](mailto:rpezzello@woodstockga.gov)

#### IDENTIFY THE REQUESTER

Provide the identifying information about the person who is requesting the record:

- Name
- Department

- Telephone number and extension

Describe the record

- Department #/Box#/Description of Contents
- Date of record

The department retains ownership of records during storage at the SRC. No one outside the department has access to any records without the originating department's approval.

**IT WILL BE THE DISCRETION OF THE RECORDS MANAGER AS TO WHETHER A SINGLE FILE CAN BE RETRIEVED OR IF THE REQUESTOR WILL HAVE TO SIGN OUT THE ENTIRE BOX AND SEARCH FOR THE DOCUMENT THEMSELVE'S.**

#### THE CHECK-OUT PERIOD

If the record is to be returned, it will be checked out to the requestor for 30 days. If a record needs to be kept at the department after 30 days, call the Records Center to extend the time period or to request a permanent transfer back to the department.

**NOTE:** Records should be returned as soon as possible to maintain file integrity.

Viewing or pick up of records

You may choose to view the record in person at the Records Center. You must call the Records Manager's Office and make an appointment to view your records. Should an emergency arise and you need a record immediately, call the Records Center and we will work with you to solve the problem.

#### AUTHORIZATION

If an employee of the department owning the records requests access, the following procedures apply:

- To view the record in person at the Records Center, you must show the records services staff proof of identification.
- To pick up the records in person at the center, you must:
  - Sign an NCR form showing that the record has been delivered to your temporary custody. You will then be responsible for the integrity and safety of that record while in your possession.
  - The Records Manager will keep the pink copy of the receipt in a suspense file until the record is returned to the Records Center.
  - Destroy the pink copy of the receipt when the record is returned, and file the yellow copy as proof that the record has been returned to the Records Center.

Authorization to access a record by someone not employed by the department owning the records requires a letter from department staff that specifies exactly what type of access is approved (i.e., viewing only, copying records, delivery of records, etc.)

**Return a Record to the Records Center**

To return a record to the Records Center for storage, call the Records Manager's Office at 770 592-6052-6002 to arrange a pickup or delivery of the file. Records must be returned within 30 days of sign out. Give department and box # to be returned.

NOTE: When there are several records to be returned, all records must be returned at the same time unless partial return is authorized by the Records Manager prior to the pickup.

**Adding records to stored containers ("interfiles")**

If you need to add a file/document to a container of records already in storage, these may be picked up by Records Center staff as interfiles. The department and box # along with brief description of contents must be written on the item to be interfiled.

NOTE: Interfiling services are provided according to availability of Records Manager staff resources. Any group of interfiles that has more than 10 items must be approved by the Records Manager and organized in numerical order prior to being picked up.

How to Dispose of a Record

WITH AN APPROVED RETENTION SCHEDULE

The Records Manager has the authority to dispose of records whose retention periods have expired and that are listed on an approved records retention schedule once the request for destruction of that record has been approved by the Mayor and Council of the City of Woodstock, Georgia. A record of the City may not be destroyed if any litigation, claim, negotiation, audit, open records request, administrative review, or other action involving the record is initiated before the expiration of a retention period involving the record. Staff is required by law to obtain authorization to destroy records from the Mayor and Council.

WITHOUT AN APPROVED RETENTION SCHEDULE

For records not listed on an approved records retention schedule, a department must submit a written request for authority to dispose of a City record. Do not dispose of the records until an approval is obtained and received by you in writing with the Mayor or Mayor Pro-tem's signature.

STORED AT RECORDS CENTER

The Records Manager for the City of Woodstock is encouraged to initiate the authorization for final disposition of records retained in the Records Center by submitting a letter to the Mayor and Council listing the record, department and box #, date of record, and approved retention schedule for approval.