

PROCEDURES

1. Determine the Response to the Request:

<u>How Requested</u>	<u>Response</u>	<u>Considerations</u>
By e-mail	Via e-mail or in writing	Should have all formalities as though the request was made in writing
By voice-mail	Responded as though it were made orally	
By Text Messaging	Treat as an oral request	

2. Treat Data as Records:

	<u>Action Needed</u>	<u>Considerations/Notes</u>
E-mail - Dated earlier than 12/31/07	Immediately forward requests to IT Director	Not stored in archive
E-mail - Dated 1/1/08 or later	Requestor should specify terms of search and contact the TS Director for technical assistance.	Preserved in a searchable data archive
E-mail chains	Treat as e-mail (noted above)	Requestor will not be provided with multiple copies of such an e-mail showing receipt by each of the designated email recipients
Voice-mail	Do not need to be retained	Do not need to be maintained as they are recorded
Instant Messaging (IM)/Text Messaging (TM)	Do not use for official communications purposes	Not subject to maintenance as a public record
Voice Over the Internet Protocol (VOIP)	Do not need to be retained	Not monitored or recorded – similar to standard telephone
Audio, Video, Data Transmissions & Communications	If copied or recorded, maintain as a public record and according to records retention schedule	Not routinely copied or maintained
Audio/Video Recordings	Recordings made for purpose of preparing minutes of meetings: may be destroyed, overwritten, recorded over no sooner than 90 days after minutes are approved & published	Rewritable Recording Systems: Not constituted as a record unless downloaded, printed or separately preserved
Electronic Document Files	Maintained according to appropriate retention schedule.	If both electronic and paper copies exist, they shall each be subject to public records request.
Electronic logs/Temporary data files	Contact IT Director if requested	<ul style="list-style-type: none"> • Routinely overwritten on a daily basis • IT Director's authorized staff to have access only
Emerging Technologies and Records Retention	If technologies are used for communication purposes, copy them to e-mail account, download to City computer, make computer file, print and retain	IT Director will determine which technologies outweigh the risks that some public records may not be retained by deployment of such technologies
Use of Technologies to Avoid Duty to Preserve Public Records Prohibited	Do not use any form of communications with the intent to circumvent the records retention requirements	Ex: Text messaging not to be used in lieu of e-mail to share or create a public record