

General Services Division

Records Center Manual



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Prince George's County

Prince George's County Government Records Management Manual

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INTRODUCTION

Each State and County agency is required by a 1953 Act of the General Assembly to “develop a continuing program for the economical and efficient management of its records, including the establishment and/or revision of records retention schedules, in order to insure prompt and orderly disposal of records not required by the operations of the agency.” (State Government Article, Title 10, Sections 631-634)

Major program objectives include moving records out of high cost office space and filing equipment into the more economical County Records Center as rapidly as practical and disposing of records no longer warranting retention. Experience in a number of agencies proves that at least 50 percent of their current record holdings can be transferred to a records center or destroyed on site. An agency can reach this goal by transferring about 10 percent of its records each year. Only current files should be kept in prime space and equipment.

The key to effective records disposition is the records retention and disposal schedule. This schedule lists and describes the records and indicates when they shall be disposed of or directs their permanent retention. Records retention schedules, however, are of little value unless they are systematically maintained and applied to the records of the agency concerned.

It is the purpose of this manual to provide standard policies and procedures for the management, retention and disposal of public records by agencies and offices of Prince George's County Government and to serve as a guide in the effective application of these policies and procedures.

Implementation and adherence to these procedures will result in effective utilization of prime office space and Records Center space, thereby reducing overall records management costs.

OBJECTIVES

The objectives of the Records Management Program are:

1. Establish standards for the control, preservation, retention and/or destruction of records of Prince George's County Government agencies.
2. Provide economical storage facilities for noncurrent and/or inactive records.
3. Provide dependable and effective retrieval service for records stored and maintained in the County Records Center.
4. Provide technical consulting services to County agencies in matters concerning records retention and disposal schedules.
5. Identify and develop new strategies to manage the changing requirements of agencies with respect to storage and retrieval of files.
6. Develop a process to store records in an electronic format.

RECORDS MANAGEMENT

GENERAL

Almost every activity of business or government is accomplished or documented through some form of paperwork. Information, instructions, directives and other communications are normally circulated through an organization on paper. Due to increased use of personal computers, paperwork is created and distributed in such quantities that we soon bury ourselves in paper unless proper controls are established.

When controlling the life cycle of paper, records management functions include, but are not limited to, the preparation of records retention and disposition plans/programs. The records manager should be concerned when developing records retention and disposition plans/programs, which are archival in nature or will become archival when they are no longer current. Accordingly, decisions of the records manager in regard to the retention and/or disposition of records are subject to review by State archivists. Such review should ensure records of a permanent nature or presumed to be permanent in nature, become noncurrent, are retained. The archivist, after formalizing his decision by signing the Records Retention and Disposal Schedule passes the responsibility back to the records manager to ensure that archival materials are offered to the State Archives for permanent preservation. An agency's records manager is responsible for (1) determining what records exist; (2) establishing or ensuring that retention values are compatible with organizational missions and goals; and (3) establishing their ultimate disposition.

RECORDS CONTROL

The three principle stages in the life cycle of paperwork are (1) records creation, (2) records maintenance, and (3) records disposition. Techniques which may be applied to creation and maintenance of records include: correspondence management; forms control and design, reports management; file management; directives management; and mail management.

Records disposition requires a decision that determines when records are no longer needed for current operations. These determinations can result in records destruction, transfer to a records center, reproduction on microfilm or other electronic media and subsequent destruction of paper document, or transfer to the State Archives for permanent preservation.

ESTABLISHING A RECORDS MANAGEMENT PROGRAM

The establishment of an effective records management program can result in appreciable savings of money, manpower, time and space. Savings will accrue due to removal from office space of those records not immediately required for effective operations. This savings potential exists at virtually every governmental and business organizational level.

To implement an active records management program, the following management actions are required:

1. Appointment of a single records management representative for the activity. The appointed agency records manager should provide activity-wide guidance and information concerning its Records Management Program and serve as contact point for program information. Ideally, all records management information, either into or out of the activity, should flow through this individual.
2. Designations of internal records managers at the lowest organizational level where knowledge of specific record series (i.e. files) exists or should exist.
3. Establishment, implementation and maintenance/updating of records disposition schedules and associated procedures. At a minimum, existing schedules should be reviewed/updated every five years.
4. Review and strict control of all requests for initial or additional filing equipment.

THE COUNTY RECORDS MANAGEMENT PROGRAM

The County Records Management Program operates under the guidance of the Office of Central Services, General Services Division and in accordance with the County Code Subtitle 2, Division 16, Section 2-277 through Section 2-280; and Administrative Procedure No. 114 and 119. The following services and facilities are provided:

1. The County Records Manager will consult with and advise officials of County agencies on records problems; assist in the preparation of records retention schedules; advise and assist in the collection and destruction of records.
2. The County Records Manager maintains a Records Center for the storage and servicing of noncurrent records belonging to County agencies. The Records Center is located at 7600 Jefferson Avenue, Landover, Maryland in the Jefferson Avenue Warehouse located in the Ardmore-Ardwick Business Community.

RECORDS CENTER

The Records Center operated by the County Records Manager provides secure, clean, temperature controlled storage space as well as retrieval service for all records transferred to its custody.

All records transferred will be packed in standard Records Center cartons provided at cost by the Records Center. The cartons will be identified, clearly marked and the contents of the cartons listed on the Records Transmittal and Receipt P.G.C. Form #1907 (Figure 5).

Retrieval service for records stored in the Records Center includes research of information from the records; recall of a single piece of paper, a file folder or a complete box of records; and reproduction or faxing of specified documents. Suitable working space is provided for on-site reference.

As stated above, only Prince George's County Government non-permanent records may be stored at the Records Center. All permanent records must eventually be stored at the Maryland State Archives.

RECORDS RETENTION SCHEDULES

The retention, retirement and disposal of County records are governed by records retention schedules prepared by each County agency with the advice and assistance of the County Records Manager. ***Schedules become effective only after approval of the State Archivist.***

Records retention and disposal schedules must be prepared by each County activity before a public record can be accepted for storage at the Record Center and/or legally destroyed. There is only one record (i.e., the records copy) of anything within the records management system. All other copies of a record, regardless of media, are to be treated as non-record material. Disposition of a record must be through the Records Retention and Disposal Schedule, non-record copies may be disposed of as desired.

ELECTRONIC RECORDS

The same rules that apply to the manual storage of records also apply to electronic storage of records. Under the State Government Article Sub-Sections 9-1007 and 10-632, Annotated Code of Maryland, Sub-Title 14.18.03/04, all state, county and local governments must abide by the laws concerning the storage of records. County Administrative Procedure 119 also provides guidelines concerning the County's electronic information policy relative to retention of electronic records by all County agencies. A brief description of terms associated with the storage of electronic records is provided in the Glossary of Terms on Page 20.

All agencies are required to develop official records retention and disposition schedules according to the Code of Maryland Regulations (COMAR 14.18.02). The unauthorized destruction or alienation of any public record is a criminal misdemeanor subject to penalties. All agencies shall identify the means for transferring permanent electronic records to the Electronic Archives. The Archives shall assist in the development of file specifications for deposit.

Electronic records are to be appraised regularly. Given the highly perishable nature of all electronic media it is necessary that these records must be preserved or archived periodically. This preservation safeguards the agency's legal and fiscal accountability and documents the administrative history. The head of each agency shall provide for the periodic review of the agencies schedules.

Each agency shall provide a method for all authorized users of the system to retrieve desired documents. Each agency shall also provide an appropriate level of security to ensure the integrity of the documents. Each agency must provide a method that permits the exchange of electronic records between agencies using

different software, and the method of conversion or migration of documents on electronic media.

Each agency must provide a method for:

1. Easy and accurate retrieval in a timely fashion.
2. Retaining the records in a universally accessible format
3. Ensuring that all authorized users can identify and retrieve information
4. Ensuring that information is not lost due to changing technology or deterioration.
5. Ensuring that secure back-up copies are retained to prevent loss by human error, mechanical malfunction or natural disaster.

For a more complete description of the requirements for developing an electronic records keeping system please refer to COMAR 14.18.04.

INSTRUCTIONS FOR PREPARING A RECORDS RETENTION SCHEDULE

The preparation of records retention and disposal schedules involves four steps:

- (1) inventorying the records;
- (2) appraising, determining the value, of the records;
- (3) preparing the schedule; and
- (4) obtaining authorization for use of the schedule.

1. **Inventorying the Records** – The first step in preparing a Records Retention and Disposal Schedule is physically inventorying the entire contents of a records series (“the files”). An Agency Records Inventory Form (DGS 550-4) should be used (Figure #1). All applicable items on the Form 550-4 should be completed, especially items 19 & 20, which serve as contact point for questions regarding form contents. Particular emphasis on preparing entries for items below is suggested since they can be used to complete the Records Retention and Disposal Schedule.

- a. Records Series Title (item 4) – List the name or title given to the group or series of records being inventoried (e.g., “License Application File”).
- b. Records Series Description (item 6) – Give a brief description of a typical file folder that includes the contents, such as reports, correspondence, contracts, form name(s) and number(s). In addition, the purpose or use of the record series is required.
- c. Is Record Series duplicated elsewhere? (Item 14) – If so, only the file containing the “record” must be on a schedule. Managerial determination/designation as to who “holds the record” is suggested so that only one activity needs to report the file.
- d. Audit Requirements (item 16) – Federal, State, County, independent, or internal audit requirements should be indicated. Completion or waiver of such requirement usually affects file retention requirements.
- e. Recommended Retention (item 18) – Time period recommended for record retention. Such period is either permanent or non-permanent. Permanent records will eventually go to the Maryland State Archives (suggested Item 18 entry is, “Permanent. Store five (5) years at the agency level then transfer to State Archives”.) Non-permanent records will eventually be destroyed either by their owner or by the County Records Center. Examples of retention periods might be:

- (1) Retain for three years, then destroy;
- (2) Retain (in office) for five years or until all audit requirements have been completed, whichever is sooner (or longer), then destroy;
- (3) Retain until superceded, then destroy; or
- (4) Retain until no longer needed for accomplishment of office function, then destroy.

NOTE: The County Records Center only accepts Prince George's County Government records that have a disposal date at least one year after their receipt at the Center. Records with retention of less than one year should be held by the agency for destruction at the agency level. A certificate of Records Disposal must then be completed and forwarded to the Records Manager.

2. **Appraising the Records** – Appraising the records is accomplished from the information contained in the inventory coupled with the knowledge and experience of those individuals using the records on a recurring basis. *The proposed dispositions for records should be the consensus of file users, taking into account all known legal or policy requirements for records therein.* When appraising a record series, the administrative, legal, audit and historical values must be examined. The appraisers should answer such questions as:

- a. Do the records document the organization's general policy? Do they contain plans, methods, techniques and rules that the agency has adopted to carry out its mission? These would include record copies of organization charts and other material relating to the creation, organization or reorganization of the agency, annual or progress reports, transcripts of hearings, minutes of meetings and conferences, and similar material pertaining to the organization's missions and functions from its establishment to the present.
- b. Do the records document citizenship, birth, death, marriage, legal proceedings, or private rights pertaining to property? Do they protect the County against claims; enforce statutes, executive orders, or rules and regulations?
- c. Do the records document financial transactions that are subject to audit?
- d. Do the records document major changes in our society such as population growth and movement, industrial development, ecology, transportation, etc.?

3. **Preparing the Schedule** – After the value of the records has been established the required retention period can be determined. Records

with historical value must eventually be transferred to the State Archives for permanent retention. Records with legal value frequently will have retention periods that are determined by law. It is up to the using agency to be aware of any legal or fiscal requirements for retention.

It is, however, often difficult to set retention periods for records with administrative or research values. In deciding how long these records should be kept file activity becomes an important factor. Records that continue to be administratively active for years after their creation should not be destroyed as early as records that quickly become inactive. In order to set a retention period for records with administrative value it may be necessary to estimate how long they will be needed. This should not create great problems. If, at the end of an established or existing retention period, the records continue to have reference value they can be retained in the agency office or in the County Records Center by changing the retention period through a schedule amendment.

Some records cannot be destroyed until a particular action takes place, i.e., contracts are closed, legal requirements are met, documents are superseded, records have been microfilmed and subsequently verified, etc. In these cases the retention period might read, "retain for three years and until all legal requirements have been met, then destroy", "destroy when superseded or cancelled".

4. **Obtaining Authorization** – The records retention schedule is prepared on P.G.C. Form #1354 (Rev. 1/96), Records Retention and Disposal Schedule and, as needed, on P.G.C. Form #1354A (Rev. 1/96), Continuation Sheet (Figures 2 and 3). Schedules are to be submitted in quadruplicate (4 originals) to the Office of Central Services, General Services Division. The Agency Records Inventory, Form DGS 550-4, must be included with the four schedules. Each of the four schedules should contain an original signature of the individual who approves the schedule content, usually the section, division or department head. Schedules are reviewed by the County Records Manager and then forwarded to the State Records Management office for approval. When the State Archivist has signed the schedules, that signature serves as the legal authorization for disposition of records described thereon.

INSTRUCTIONS FOR TRANSFERRING RECORDS TO THE RECORDS CENTER

1. **Record Center Cartons** – The Records Center provides the standard one (1) cubic foot cardboard containers at cost to transfer and store files. Tubes boxes for rolls of engineering drawings are also available at cost. (Non-standard cartons will not be accepted). A record carton (inside dimensions of 10" x 12" x 15") holds one cubic foot of either letter or legal size records. Agencies can estimate the total number of cubic feet by:
 - a. Counting each full letter size file drawer as one and one-half cubic feet of records.
 - b. Counting each full legal size drawer as two cubic feet of records.
2. **Screening the Records** – Before placing files in cartons, remove unnecessary non-record material and records eligible for immediate disposal. ***Extra copies of reports or forms are not record material and will not be accepted.***
3. **Packing the Records** –
 - a. In packing the records two record series (or types of records) which have different retention periods should NOT be placed in the same carton. This is necessary because records disposal only involves complete boxes; individual files are not removed or repacked in other boxes.
 - b. To reduce required storage space, remove records from bulky vinyl binders and hanging folders for reuse in your agency. Agencies may use manila folders or envelopes to separate record areas to facilitate record searches.
 - c. Records should be arranged in the cartons exactly as they existed in the filing equipment from which they were removed. (Alphabetically, chronologically, numerically)
 - d. Folders should not be placed on top of those filed in the cartons. Such practice results in bulging of the cartons, making them difficult to close properly and weakens the carton strength.
 - e. Allow a little space for interfiles/additions (if anticipated). If you expect no additions pack the records tight enough to prevent "slumping" and/or wrinkling of paper, but not so tight as to hinder withdrawal during record searches. Usually, 1 – 2 inches of unused space is desirable.

4. **Identifying the Cartons –**

- a. Agencies should complete and affix a label, P.G.C. Form 1767, (Figure 4), on the end (side with handle opening) of each carton to identify contents with the same information as listed on the transmittal and the retention schedule.
- b. Cartons are to be fully labeled or identified before transfer. They are to be numbered consecutively, starting with number 1, for each transmittal of records sent to the Records Center. Records Center personnel will place the records center number in the lower right corner.

5. **Preparing the Records Transmittal and Receipt Form** - The transfer of records to the County Records Center requires the completion of P.G.C. Form 1907, Records Transmittal and Receipt (Figure 5), by the transferring agency which must accompany the record cartons.

- a. The description for each box should provide enough information to identify the records clearly for reference services and for the application of records retention schedules. Inclusive dates of the records should be provided.
- b. The appropriate retention schedule and item number should be cited and the disposal date should be noted. If permanent retention is scheduled, the Records Center will coordinate the transfer of such records to the State Archives.
- c. After the Records Center has received the transmittal form and the records have been transferred, a copy of the transmittal form will be signed by the Records Center Manager and returned to the using agency. This is the agency's receipt. It provides the Records Center box number and location, which must be used when making future reference to the records.

6. **Shipping the Records –** Arrangements for pick up of record cartons must be coordinated with the Records Center Manager. Transfer of records to the Records Center shall be accomplished either by agency staff or Central Services staff.

Advance notification of an agency's intent to deliver records to the Center is required.

INSTRUCTIONS FOR OBTAINING RETRIEVAL SERVICE

A major benefit gained by County agencies whose records are stored at the Records Center is retrieval service. Individual file folders, specific items within a file folder or an entire carton may be withdrawn from storage by Records Center personnel and returned to the agency upon request.

1. County agencies may retrieve records through the inter-office mail system, by a personal visit to the Center, or by telephoning the Records Center. Services offered by the Records Center include: return of the record, information from the record, reproduction of the record or telephone facsimile. In all cases a Request for Records (PGC Form #1899) must be completed to document the request.
2. When making the request, the Request for Records shall specify:
 - a. The name of the agency, office address, name of the requestor and telephone number of the person making the request.
 - b. A description of the record or information needed.
 - c. The box number, item and Records Center location of the records. This information is contained on the Records Transmittal and Receipt returned to the agency upon acceptance by the Records Center.
3. Agency officials who personally visit the Records Center to examine records or messengers sent to pick-up records must always provide identification as an agency representative and have a written authorization memo from their agency head granting access to the records. Agencies may opt to provide a file memo authorizing blanket access. However, they must maintain updated authorization on file in the Records Center to meet their needs. ***Agencies may only have access to their own records or those for which they have obtained written authorization from another agency.***
4. The Agency creating the documents establishes the restrictions governing the use of its records. All public access to records shall originate at the Prince George's County Office of Law. Public access to the Records Center is not permitted. (Administrative Procedure No. 133)
5. The Records Center will complete a Records Request, P.G.C. Form #1899 (Figure 6), when an agency removes any record material from the Center to indicate a transfer of custody. All records withdrawn, other than those permanently withdrawn must be returned, with the Records Request form, to the Records Center for file insertion. A charge out system is used

within individual cartons to indicate file removal; presence of such a card indicates an agency has the "missing" file in their possession.

6. When the return of entire boxes of records is requested and when agency officials determine that these records will not be returned to the Center, Center personnel must be advised that permanent withdrawal of the records is necessary. This information will result in the removal of these boxes from the Center inventory and permit the reuse of the shelf space on which the records were stored.
7. Center personnel make every effort to complete all requests within four business hours following receipt.

PROCEDURES FOR THE DISPOSAL OF RECORDS

The three chief elements of a records disposition program are (1) transfer of permanent records (when no longer needed for frequent reference/use) to the Maryland State Archives; (2) retirement of noncurrent records to storage space at the Records Center; and (3) disposal of non-permanent records not warranting further retention, whether located in the agency or at the Records Center.

Transfer to the Records Center merely involves transfer of custody, not ownership, and a new location for the files. The best way for agencies to avoid continuing expansion of their record holdings and the ensuing need for more space and file cabinets is to cycle and vigorously dispose of unneeded records.

Current policy is that records which have one year or less remaining on their scheduled retention period will not be accepted by the Records Center. In such instances, they should be retained by the activity for the required period of time and then destroyed.

DISPOSAL OF RECORDS AT THE AGENCY

1. Use of Records Retention Schedules

- a. Ensure that records to be destroyed match the description of the applicable retention schedule and that they are “due” for destruction.
- b. Regardless of schedule disposition criteria, agency personnel should not dispose of records if they are still needed by the agency for administrative, legal or fiscal purposes. If necessary, modify retention schedule by increasing retention period.
- c. If no existing schedule covers the records, they cannot be accepted for storage nor disposed of until a schedule has been prepared and approved by the State Archivist. ***(Note: A current valid schedule MUST exist before ANY records disposal is legal!)***

2. Screening for Disposal

To dispose of a block of files, it may be necessary to remove certain folders or documents that have continuing value. Such removal is called screening and may involve either removal for retention or withdrawal of materials to be destroyed.

Folder by folder screening can be avoided by immediately removing closed cases from the files and placing them in a closed case file.

Disposal of these files can then be accomplished as desired. Screening is costly and should be avoided when possible.

3. When to Dispose of Records

Avoid interfering with current operations. Pick a slack period and during this period carry out a housecleaning of the files. Prepare records for transfer to the Records Center and for disposal at the same time. If practical, disposal and/or transfer should be done once a year. A good time for these efforts is at the time file breaks or cutoffs are being made, usually at the end of the calendar or fiscal year.

4. Certificate of Records Disposal

Inclusion on an approved and currently valid Records Retention and Disposal Schedule coupled with expiration of the retention period applicable to records involved is authority for records disposal at the agency level. At the time of the actual physical destruction of records by an agency a Certificate of Records Disposal (P.G.C. Form #1355, Figure #7) must be prepared. Two signed originals are then forwarded to the County Records Manager for transmittal to the State. A copy should be retained within the agency.

DISPOSAL OF RECORDS AT THE RECORDS CENTER

Prior to the scheduled date of disposal of specified records, the Records Center will prepare a Certificate of Records Disposal (P.G.C. Form #1355) and send it to the appropriate agency announcing the Center's intention to destroy the records as indicated on the retention schedule. Unusual circumstances may warrant further retention and, in this eventuality, the agency should submit a written request to postpone the disposal by the Center explaining the reason for the postponement. Postponement actions remain in effect for one year, after which, agencies shall submit another request for postponement. If the agency sees no further need for retention the agency should sign and return a copy of the form (P.G.C. Form #1355) to the Center. The Center will then dispose of the records automatically and return a copy of the form to the agency showing the date of destruction.

NOTE: Failure to return the signed form will not preclude the Center from destroying the records according to the Retention Schedule. The Retention Schedule alone provides authorization – the signed form verifies the agency's acknowledgement of the action.

IMPORTANT ADDRESSES AND TELEPHONE NUMBERS

Office of Central Services
General Services Division
Records Center
7600 Jefferson Avenue
Landover, Maryland 20785
(301) 883-0367
FAX: (301) 883-0404

State of Maryland
Maryland State Archives
350 Rowe Boulevard
Annapolis, Maryland 21401
(410) 974-3862

GLOSSARY OF TERMS

Access – Permission to use and reproduce records. Usually limited or qualified (restricted by the activity owning or having legal custody of the records).

Active Records – Records or materials that are maintained in the office of an activity for current daily operations and are referred to or used in the conduct of current work.

Activity – As used in this manual, refers to that level within an organization that is, or should be, responsible for management of that organizations' records/files; such responsibility to include filing, file retention and file disposal actions. Size of the files managed could be as large as Department-wide or as small as the files/records for a two-person board. Organizational components synonymous with activity include: Departments, Agencies, Divisions, Branches, Sections, Units, etc.

Administrative Value – The usefulness of records to an activity for carrying on its day-to-day work and future work.

Appraisal of Records – An analysis of all records within an activity to determine their administrative, fiscal, historical or legal value to that activity's operation.

Archives – A repository for records and information that have permanent historical value.

Archival Records – Permanent records which may be current or non-current and which must eventually be transmitted to the Maryland State Archives for preservation and permanent retention.

Cubic Foot – That volume of paper records that fill a space one foot high by one foot wide by one foot long. This is the basic measurement for record volumes.

Custody – The guardianship of records, whether it be physical or legal control of the records.

Cutoff – A specific period of time after which no new records are added to the file(s). Recurring files required to conduct an organization's business usually are cut off at the end of the fiscal or calendar year; incident files (e.g. contracts, special projects, grants, etc.) are cut off upon completion of a specific action.

Disposable Records – Records of temporary (i.e., non-permanent) value, which may be disposed of after a specific period of time. Disposable criteria must be specified in a specific Records Retention and Disposal Schedule applicable to such records.

Document – The media (usually paper) upon which information is written, transcribed or recorded.

Electronic Archives – The facility operated by the Archives in conjunction with the Comptroller's Annapolis Data Center for the deposit, preservation, access and authentication of permanent electronic records.

Archives - A repository for records and information that have permanent historical value.

Electronic Record - Any government information recorded in machine-readable form.

Electronic Record Non-permanent - Any electronic record created or received by an agency in connection with the transaction of public business that is identified by a records retention schedule and appraised by the Archives as not having sufficient value to warrant preservation.

Electronic Record Permanent – Any electronic record created received by an agency in connection with the transaction of public business that has been identified by a records retention schedule and appraised by the Archives as having sufficient historical, administrative, legal, fiscal or other archival value to warrant preservation by the Archives beyond the time that the record is needed by the agency that created it.

Electronic Records System - Any information system that produces, processes or stores government records by using a computer.

Filing System – A planned method of indexing and arranging records, including guides and folders.

Fiscal Value – The usefulness of records for the administration of an activity's financial obligations.

Historical Value – The usefulness of records for historical research: includes records that show an activity's origin, administrative development and present organizational structure.

Holdings – All of the records in the custody of a given activity.

Inactive Records – Records having a very low reference rate, usually these records are no longer needed in the activity and should be retained in a storage area (e.g., County Records Center).

Inventory – An actual physical survey of all record series files maintained by an activity, together with operational data concerning such files, volumes, and locations.

Legal Value – The usefulness of records that may contain evidence of legally enforceable rights or obligations of government or citizens.

Microfilm – Microfilm, or microfilming, is the photographic reproduction of a document on film. The document may be reduced anywhere from 1/24 to 1/48 its original size, with such clarity that it can be enlarged back to its normal size, without loss of detail.

Non-Records – Materials created or acquired for reference, exhibition, or “back-up” such as” manuals, pamphlets and information letters; copies of “records” and documents used as working, reading, tickler and suspense files; shorthand notes and notebooks which have been transcribed; other temporary papers used to control internal work in progress including telephone messages, routing slips, preliminary drafts and messages of a non-policy nature, stocks of publications, office reference materials (dictionaries, thesaurus, telephone directories, etc.,) and other reproduced documents.

Public Records – any paper, correspondence, form, book, photograph, microform, magnetic tape, compact disk, computer storage media, map, drawing, or other document, regardless of physical form or characteristics, that has been made or received by a State, County or Municipal agency in connection with the transaction of official business which needs to be preserved for informational value or as evidence of a transaction. All other records or documents required by law to be filed with or kept by an activity of the State, County or Municipality.

Record – See Public Records. **NOTE:** There is only one official record of anything in the Prince George's County Records Management System, and official record disposition must comply with procedures in this manual. All copies of a record may be treated as non-record material – their destruction does not require documentation.

Records Center – A centralized area for housing and servicing inactive or semi-active records whose reference rate does not warrant their retention in office space and equipment. The Prince George's County Government Records Center is located at 7600 Jefferson Avenue, Landover, Maryland. It is maintained by the General Services Division, Office of Central Services. Records transferred to the County Records Center by a County activity are available for reference or return to the owning activity.

Record Copy – A term used to uniquely identify or designate the (single) official record within an activity. All copies of that record should be treated as “non-record” or “working” material; those copies are not part of, nor are they included in, the Maryland Records Retention and Disposal Schedule system. In most cases the “record” or “record copy” is the original document created within the activity. In the case of loss, destruction or media change (e.g. paper to microfilm) of a “record copy” the owning activity may subsequently designate a copy or other type of reproduction as the (new) “record copy”.

Record Cartons – Cardboard boxes used to hold records that will be kept in storage. Prince George's County Government agencies (who store records at the County Records Center) must use a specific/prescribed carton available at cost through the Records Center.

Records Disposal – Usually refers to destruction of records when they are no longer needed by the activity.

Records Disposition – Management planning and analysis to determine when records are no longer needed for current business. Determinations include: destruction, transfer to a records center, microfilming before destruction, or transfer to the archives.

Records Management Program – A comprehensive system that provides guidelines and procedures for efficient and economical control of records and information used and kept by activities of State, County and Municipal governments. It includes control of a piece of paper (or other records media) from its birth as a document to its final destination for disposal (recycle, burn, shred, etc.) or its transfer to the State Archives for permanent retention.

Records Manager – An individual who possesses enough familiarity with an organizational element's mission and files to provide meaningful data concerning file retention and disposition actions.

Records Management Representative – That person designated by an activity to coordinate the records management program of that activity.

Records Retention and Disposal Schedule – A document that lists and describes all records within an activity (office, branch, unit, etc.). When signed by the State Archivist it officially authorizes either the destruction of records no longer essential to operations (normally after a specific time period) or provides for permanent retention of those records that have historical/archival value.

Records Series – A group of related records normally used and filed under a single filing system and kept together as a unit for reference as well as retention and disposition purposes.

Retention Period – The length of time that must elapse before non-permanent records may be destroyed.

Retrieval – Recovering of information from records, whether through machine retrieval, review and/or copy of microfilm or by recalling records from storage.

Scheduling – The actual determination and writing of retention periods for records.

Transfer of Records – Removal of records from office space and relocating in a central storage area such as the County Records Center or State Archives.

Transmittal of Records – The physical or electronic movement of records or record information from one location to another.

Vital Records – Those records needed by a State, County or Municipal governmental element for continuing operations and mission accomplishment. Such records require security storage or other means of protection.

INSTRUCTIONS: TYPE OR PRINT A SEPARATE FORM FOR EACH NEW REVISED RECORD SERIES. FORWARD WITH RECORDS RETENTION SCHEDULE.		PRINCE GEORGE'S COUNTY OFFICE OF CENTRAL SERVICES GENERAL SERVICES DIVISION		AGENCY RECORDS INVENTORY _____ Page _____ of _____	
1. DEPARTMENT/AGENCY		2. DIVISION		3. UNIT	
DEFINITION – Records Series – A group of related records normally filed and used as a unit for reference as well as retention and disposition purposes.					
4. RECORD SERIES TITLE			5. EARLIEST YEAR/LATEST YEAR _____ TO _____		
6. RECORD SERIES DESCRIPTION (Briefly describe the types of information/documents/forms found in the Series. Include the purpose or function of the Series)					
7. RECORD SERIES FORMAT(S) <input type="checkbox"/> Letter Size <input type="checkbox"/> Microfilm <input type="checkbox"/> Legal Size <input type="checkbox"/> Computer Tape <input type="checkbox"/> Sound Book <input type="checkbox"/> Floppy Disk <input type="checkbox"/> Audio Tape <input type="checkbox"/> Video Tape <input type="checkbox"/> Other (Specify) _____		8. RECORD SERIES SEQUENCE <input type="checkbox"/> Alphabetical <input type="checkbox"/> Numerical <input type="checkbox"/> Chronological <input type="checkbox"/> Geographical <input type="checkbox"/> Other (Specify) _____		9. VOLUME <input type="checkbox"/> File Drawer(s) <input type="checkbox"/> Microfilm Reel(s) <input type="checkbox"/> Computer Tape(s) <input type="checkbox"/> Other (Specify) _____ Number _____ _____ 10. ANNUAL ACCUMULATION <input type="checkbox"/> File Drawer(s) <input type="checkbox"/> Microfilm Reel(s) <input type="checkbox"/> Computer Tape(s) <input type="checkbox"/> Other (Specify) _____ _____ Number _____	
11. FILE IS USED <input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly			12. FILE BECOMES INACTIVE AFTER <div style="text-align: right;"> <input type="checkbox"/> Month(s) <input type="checkbox"/> Year(s) </div> _____ Number		
13. CURRENT LOCATION(S) (Bldg., Floor, Room)			14. IS RECORD SERIES DUPLICATED ELSEWHERE? (If yes, specify agency or office) <input type="checkbox"/> Yes _____ <input type="checkbox"/> No		
15. ACCESS RESTRICTIONS (If yes, cite law(s) & regulation(s)) <input type="checkbox"/> Yes _____ <input type="checkbox"/> No			16. AUDIT REQUIREMENTS <input type="checkbox"/> None <input type="checkbox"/> County <input type="checkbox"/> State <input type="checkbox"/> Federal <input type="checkbox"/> Independent		
17. IS AN INDEX SYSTEM USED? (If yes, explain briefly and describe any hardware/software) <input type="checkbox"/> Yes _____ <input type="checkbox"/> No			18. RECOMMENDED RETENTION		
19. NAME AND TITLE OF PREPARER		20. TELEPHONE NUMBER		21. DATE	

SCHEDULE NO. C-

SUPERSEDES SCH. NO. _____

**PRINCE GEORGE'S COUNTY
OFFICE OF CENTRAL SERVICES
GENERAL SERVICES DIVISION
RECORDS MANAGEMENT CENTER**

RECORDS RETENTION AND DISPOSAL SCHEDULE

DEPARTMENT/AGENCY		DIVISION
ITEM NO.	DESCRIPTION	RETENTION/DISPOSITION

SIGNATURE	TITLE OF DEPT/AGENCY REPRESENTATIVE	DATE
-----------	-------------------------------------	------

COUNTY RECORDS MANAGER

SIGNATURE	TITLE	DATE
-----------	-------	------

SCHEDULED AUTHORIZED BY MARYLAND STATE ARCHIVES

STATE ARCHIVIST

SIGNATURE	TITLE	DATE
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**PRINCE GEORGE'S COUNTY
OFFICE OF CENTRAL SERVICES
GENERAL SERVICES DIVISION
RECORDS MANAGEMENT CENTER**

RECORDS LABEL

AGENCY: _____

DIVISION: _____

INCLUSIVE DATES: _____

RECORD TITLE: _____

RETENTION SCHEDULE NO and ITEM NO C-_____

DISPOSAL DATE (per Retention Schedule): _____

BOX _____ **OF** _____ **BOXES** **CENTER BOX NO.** _____

P.G.C. Form #1767 (Rev. 7/2005)

**PRINCE GEORGE'S COUNTY
OFFICE OF CENTRAL SERVICES
GENERAL SERVICES DIVISION
RECORDS MANAGEMENT CENTER**

RECORDS TRANSMITTAL AND RECEIPT

TO: Records Center, 7600 Jefferson Avenue, Landover, MD 20785 (301) 883-0367

FROM: (Agency, Activity, Subactivity)

DATE:

TELEPHONE NUMBER

AGENCY RECORDS MANAGER

AGENCY OFFICIAL (Signature & Title)

RECORDS RETENTION & DISPOSAL SCHEDULE NO.

BOX NO.	DESCRIPTION OF RECORDS WITH INCLUSIVE DATES	RETENTION SCHEDULE ITEM NO. & DISPOSAL DATE	RECORDS CENTER USE	
			BOX NO.	LOCATION

RECEIPT OF THE ABOVE LISTED RECORDS IS ACKNOWLEDGED. PLEASE KEEP THIS TRANSMITTAL CERTIFICATE FOR FUTURE REFERENCE.

SIGNATURE

TITLE

DATE

**PRINCE GEORGE'S COUNTY
OFFICE OF CENTRAL SERVICES
GENERAL SERVICES DIVISION
RECORDS MANAGEMENT CENTER**

REQUEST FOR RECORDS

Description of Records or Information Requested: _____

REMARKS

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Name of Requestor	Telephone Number	Date
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Name & Address of Requesting Agency	Box Number	(if known) Record Center Location Numbers
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FOR RECORDS CENTER USE ONLY

<div><input type="checkbox"/> Records Destroyed</div> <div><input type="checkbox"/> Wrong Box Number – Please Recheck</div> <div><input type="checkbox"/> Additional Information Needed</div> <div><input type="checkbox"/> Missing (neither records nor charge card found in box specified)</div> <div><input type="checkbox"/> Records Charged Out to (name, office, date) _____</div>	<p>Remarks:</p> <div><input type="checkbox"/> Suspense Date: _____</div> <div><input type="checkbox"/> Records Retained: _____</div>
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	Date	Time Required	Searcher's Initials
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I acknowledge receipt of the records listed above.

NAME

TITLE

DATE

OFFICE OF CENTRAL SERVICES
RECORDS MANAGEMENT

FIGURE 7

CERTIFICATE OF RECORDS DISPOSAL

DEPARTMENT/AGENCY		DIVISION					
RECORDS CENTER BOX NO.	DESCRIPTION OF RECORDS	AUTHORIZATION FOR DISPOSAL		INCLUSIVE DATES OF RECORDS DESTROYED	RECORDS CENTER LOCATION	VOLUME (cubic feet)	DATE OF DISPOSAL
		RETENTION SCHED. NO.	ITEM NO.				

I ACKNOWLEDGE THAT THE RECORDS LISTED ARE TO BE DISPOSED OF IMMEDIATELY IN ACCORDANCE WITH THIS AGENCY'S RETENTION SCHEDULE.
I HEREBY CERTIFY THAT THE ABOVE LISTED RECORDS WERE DISPOSED AS A RESULT OF THIS ACTION.

FUND: _____ ACCOUNT: _____ CENTER: _____

SIGNATURE _____ TITLE _____ DATE _____

I HEREBY CERTIFY THAT THE ABOVE LISTED RECORDS WERE DISPOSED OF AS INDICATED

SIGNATURE _____ TITLE _____ DATE _____
Records Center Manager



General Services Division
7600 Jefferson Ave.
Landover, Maryland 20785