



Public Official's Guide to Developing a Critical Records Management Strategy

How U.S. government organizations and their officials are modernizing their approach to managing, safeguarding, and providing access to public records

By Chris Marotti, Senior Vice President of Brand & Experience at Kofile



Government officials' responsibility as the guardians and champions of public records

Democracy depends on transparency and access to public information. Under the watch of local, county, and state governments are millions of irreplaceable critical records and historical documents from birth certificates to judicial records that chronicle life events and facilitate business transactions.

Elected and appointed government leaders take a sworn oath to preserve, protect, and provide transparent access. Being the champion of records is a big responsibility. One that's quickly become a priority agenda item in a digital, data-driven world. Public leaders' reputations and legacies are at stake, and their re-electability or re-appointment could hang in the balance. This elevates the urgency for public officials to develop and execute a more comprehensive plan for managing, maintaining, and safeguarding critical public records.

Critical Records Management is an opportunity and challenge in the race to modernize government experience

The enormity of this responsibility, the requirements, and inventory of records and documents within their jurisdiction can be overwhelming. If action isn't taken, a frustrated attorney, a relentless title officer, or a determined citizen group speaking out can shine a spotlight on the issue and put leaders in a difficult position in front of their constituents. But there's also an unprecedented opportunity to enable transparent access to public records and unlock the historical and human stories within them. Leaders we've worked with that take a proactive approach often experience positive election results while leaving a legacy in their communities.

To fulfill their legal and moral obligations, public officials are taking a smarter, more proactive approach to address official records – Critical Records Management. This approach considers the dynamic, complex reality of managing, maintaining, protecting, and providing access to records. And all of us at Kofile – pioneers in Critical Records Management – have experienced first hand the incredible impact when government officials and their staff develop a holistic maintenance plan to address the current and future needs of records management.

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As public officials navigate their roles as guardians and champions of public records, there are important challenges to understand and questions to consider. Let's break those down.

- There's a treasure trove of aging, damaged, illegible documents stored in government buildings, courtroom basements, shelves, and drawers that must be restored, preserved, and protected by law.

But where to begin?

- Every record requires its own treatment, management, and care plan because no two are the same. Records come in multiple formats, sizes, types, conditions, and media. Even storage conditions vary – whether it be record books, filing cabinets, rolled up in tubes, or in microfilm/fiche.

How can leaders develop a common framework to manage the lifecycle of critical records with such diversity?

- There are no clear standards for managing or maintaining public and historical records for local, county, and state governments like there are on the federal level.

Local, county, and state associations provide guidance, but are those the right processes, standards, and best practices for leaders to fulfill their obligations?

- Constituents, attorneys, property and business professionals expect easy online access of clear, legible documents for personal and professional research and transactions. If government officials aren't delivering, they're quick to surface frustrations on social media, to commissioners, or in the media as headlines during an election cycle. But not all records are in a condition for digital capture to be made available for online access.

So how can leaders mitigate constituent frustration, protect fragile documents, and create a proactive, holistic, and secure process for online records retrieval?

Schedule a consultation to address your critical records challenges and obligations

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Dealing with the complexities and diversity of records using Critical Records Management

Guardians and champions—whether sworn in or appointed to office—realize that the management and maintenance of critical public records is not one-and-done or one-size-fits-all. Often the first reaction by officials attempting to provide broader, more efficient access is to simply image and index their records, especially with the wide availability of scanning technology today. While an important step, officials quickly realize it's not enough to address their diverse critical records requirements nor the reality of the state of their documents.

In addition, while going at it alone using existing staff sounds tempting, it's rarely a viable option. Irreplaceable records captured on vulnerable analog media stuffed into file drawers, frayed maps and documents tucked into the corner of the basement covered with tape or ravaged by mold from last season's storms are not suitable for imaging. They're brittle and deteriorate to the touch, requiring a more comprehensive long-term plan.

Concurrently, the pace of new record creation is overwhelming. The complexities and intricacies of managing and maintaining millions of public records that continue to grow every day requires expertise in the care of fragile documents and diverse media, and advanced and secure technology. Precise tools, specific materials, and seasoned experience in the handling, care, restoration, and indexing of a wide variety of record types are necessary to fulfill their obligations.

Kofile's Critical Records Management Solutions for Local, County, and State Governments

Kofile is a pioneer in Critical Records Management, trusted by over 3,000 government agencies to restore, preserve, image, index, and provide secure access to vital, property, legal, and historical documents. Kofile's unique, comprehensive approach to public records enables large government organizations and growing counties to preserve history, modernize government, and better serve their communities.

In fact, many elected and appointed officials have made this part of their administration's agenda. Putting their mark on history for current and future generations who rely on the detailed information, human stories, and practical data captured in the documents and records that serve as the foundation of their communities.

Unlike vendors that provide a single service or technology to support public records, Kofile applies a comprehensive, structured approach to managing, maintaining, and accessing critical records for each leader's specific requirements. We partner with public officials and their staff to create an organized and efficient process in place, while diving in to tackle specific needs as they arise due to unforeseen circumstances.

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Kofile's dedicated U.S. team brings:

Industry leading experts

- Trained experts in every craft and stage of Critical Records Management with decades of experience across restoring and preserving fragile documents, precise digital capture and enhancement, indexing expertise including cursive handwriting and typescript, and cloud-based software for secure search and retrieval

Integrated, diverse capabilities

- The optimal mix of art and science from tools, technology, materials, and expertise to address diverse records' requirements including proprietary processes and patented solutions

Customized approach to every project

- Expert assessment of Critical Records Management requirements to create a unique treatment, care, and maintenance plan for documents at various stages

Thorough project management process

- Detailed project management framework that includes careful intake of every document by fully onshore and full-time staff, digital tracking to ensure we know the exact status of every record, and hand delivery safely back to your office and staff

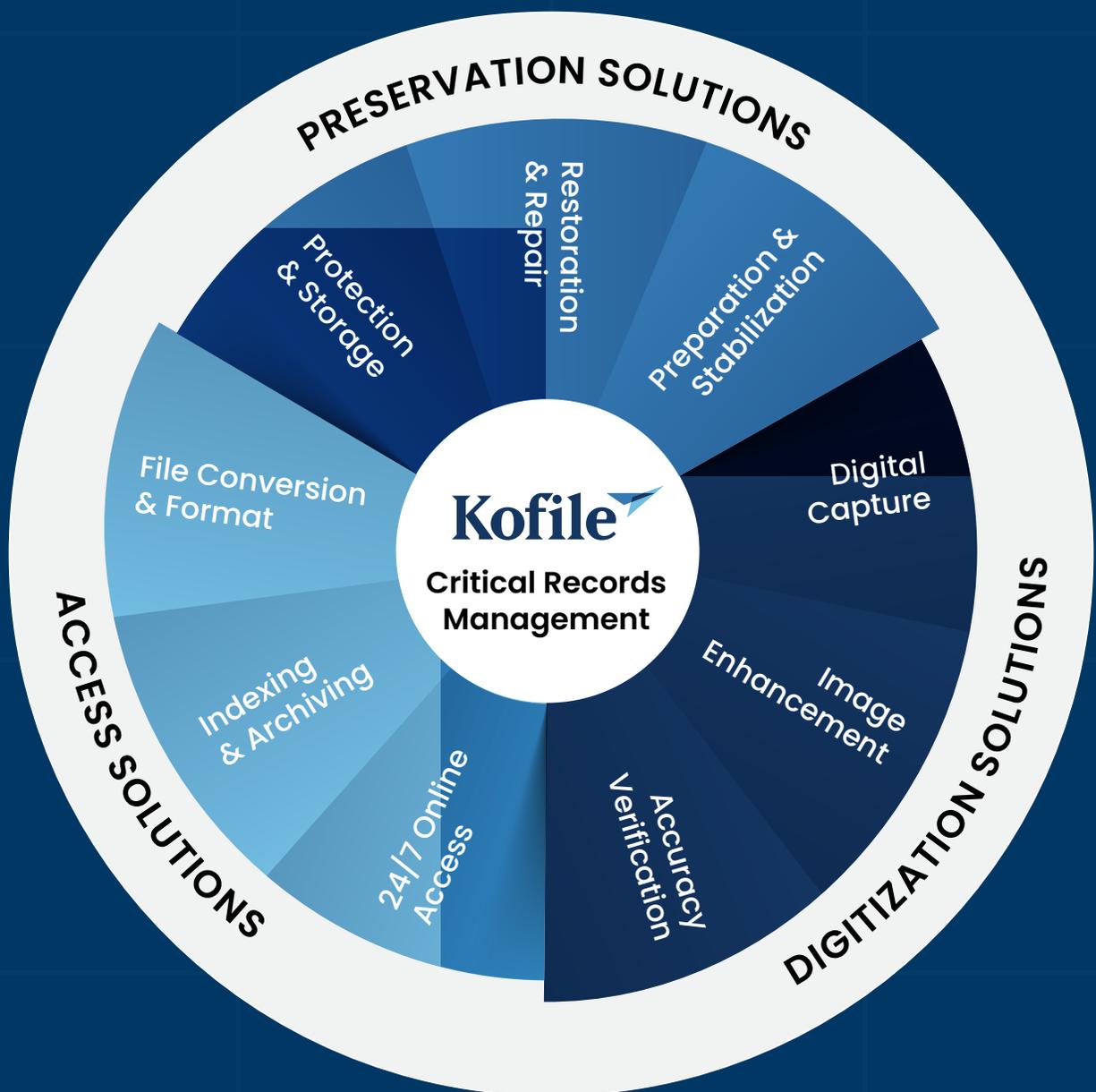
Highly secure infrastructure

- Secure, universal access to critical records backed by world-class cloud-based security that meets constituents' needs and keeps records safe from cybercriminals



Kofile's Critical Records Management Solutions for Preserving, Digitizing, and Providing Access to Records

Confidently address your diverse historical and public records requirements using a comprehensive, care-driven strategy. Kofile's Critical Records Management solutions for preservation, digitization, and access address the growing short- and long-term requirements for government leaders as they care for the records under their watch and fulfill their oath of office. Our solutions enable leaders to protect original records and their community's history, meet constituent expectations for online access, and ensure business continuity in the event of devastating disasters or cybercriminal attacks.



From artisan conservators that meticulously restore and preserve documents to the technical professionals that digitize and index records using advanced technology, we combine art and science to support thriving communities

It's our mission at Kofile to preserve history and empower public leaders to transform how their constituents experience government. Our commitment to preserving, safeguarding, and modernizing access to history and the public record drives everything we do. From the artisan conservators that meticulously restore and preserve documents to the experienced technicians that digitize and index records using advanced technology, we combine art and science to support thriving communities. Kofile delivers the most comprehensive Critical Records Management solution and specific capabilities to empower leaders to leave their mark on history and increase the impact of government services more efficiently.

Set up a discussion with a Kofile expert to assess your organization's state of Critical Records Management.

Email Experts@Kofile.com to get started.

Meet Chris Marotti

Chris Marotti has 20+ years of experience in Critical Records Management. His deep understanding of industry standards, best practices, and emerging technologies come from leading numerous large-scale records management projects for state agencies, county and municipal governments, and non-profit organizations. His expertise includes records conservation and preservation, retention and disposition, data governance, information lifecycle management, and compliance with regulatory requirements. Mr. Marotti's passion for records management and unwavering commitment to excellence has earned him a reputation as a trusted expert.





Your Trusted Partner for Critical Records Management

Kofile is the leader in Critical Records Management working closely with county, local, and state government organizations and their leaders. Our commitment to preserving, safeguarding, and modernizing access to history and the public record drives everything we do. Trusted by over 3,000 government organizations and officials earned from decades of service and innovation, we apply the right mix of expertise, technology, and processes to empower leaders to increase the impact of government services more efficiently.

Kofile
Critical Records Management

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