



Safeguarding Your Community's History and Legacy With Kofile's Critical Records Preservation Solutions

Designed exclusively for Local, County, and State
Government Agencies from the leaders in Critical
Records Management at Kofile



Critical Records Management challenges and opportunities facing the guardians and champions of historical and active records

“We live in the 21st century, and a bunch of inaccessible dusty old boxes does not help people.”



Tracy Gordon

Register of Wills, Philadelphia, PA

Few constituents know that the Philadelphia Register of Wills houses John Paul Jones' will or Frank Sinatra and Thurgood Marshall's marriage licenses. While incredibly valuable, this collection is not about the VIPs who passed through Philadelphia. It's about the legacy and history of thousands of everyday citizens in Philadelphia and the millions in this country. And that history is deteriorating, damaged, or inaccessible to the people who need it, putting those stories and critical information at serious risk of being lost forever.

Government leaders juggle multiple obligations. But one essential responsibility is preserving, protecting, digitizing, and providing transparent access to historical and active records. As the guardians and champions of records, leaders such as supervisors, judges, sheriffs, district attorneys, clerks, recorders, auditors, and assessors take a sworn oath to protect documents that represent people's legacies, the community's past and present, and the records required for citizens and companies to conduct business and navigate life events.

“If someone wants to see the original deed, we need to be able to provide that in a book.
It's my responsibility as the Recorder of Deeds and the responsibility of other elected
or appointed officials.”



Dan McPhillips

Recorder of Deeds, Bucks County, PA

Records management is increasingly challenging for leaders with billions of documents under their watch. Citizens and businesses expect records to be available online and one click away with 24/7/365 access. But records are often fragile and brittle - many dating back to sovereignty deteriorated from weather events, poor storage, or wear and tear. They require care, restoration, and preservation before digitization.

Surging record volumes outpace storage, resulting in stockpiling irreplaceable records in basements and offices, risking vulnerable historical and active records to increasingly devastating weather events, floods, or fires. Critical records document our history; leaders must protect them against these destructive events. While insurance can pay for building repairs and computers, they can't bring back destroyed critical records. A comprehensive plan must include physical protection of documents, digitization, and online access to provide backup and business continuity.



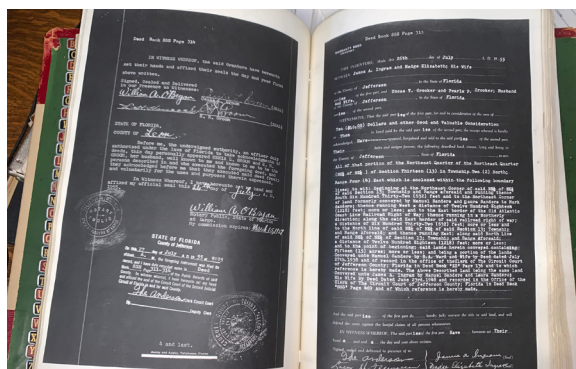
Officials are adopting Critical Records Management to address growing and diverse requirements

Many leaders' first reaction to preserving original documents is scanning them using an imaging vendor or in-house staff. But they quickly realize it's not enough. Records management is incredibly complex, and leaders are rethinking their approach to navigating the intricacies and modernizing government services. Officials are adopting Critical Records Management—a holistic, long-term strategy for preserving, digitizing, and providing access to records.

Every record is unique and requires specific treatment, management, and care plans. That's why a Critical Records Management plan is a co-creation between government leaders, staff, and vendors like Kofile to address comprehensive and tailored solutions. It starts with a wellness check-up and assessment to take inventory and understand the state of records under their watch. Then, leaders and their staff can focus on the most urgent needs and mid-to-long-term care requirements using the right mix of techniques, expertise, technologies, and processes.



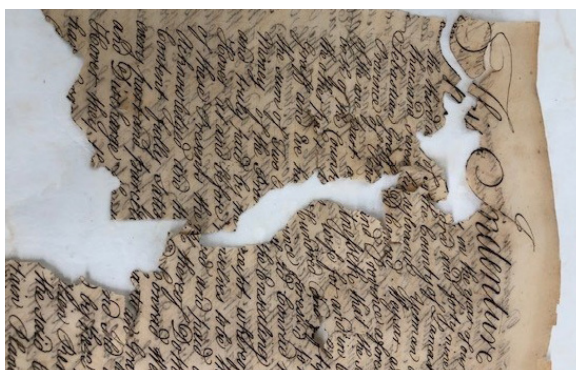
Record collections



Photostat records



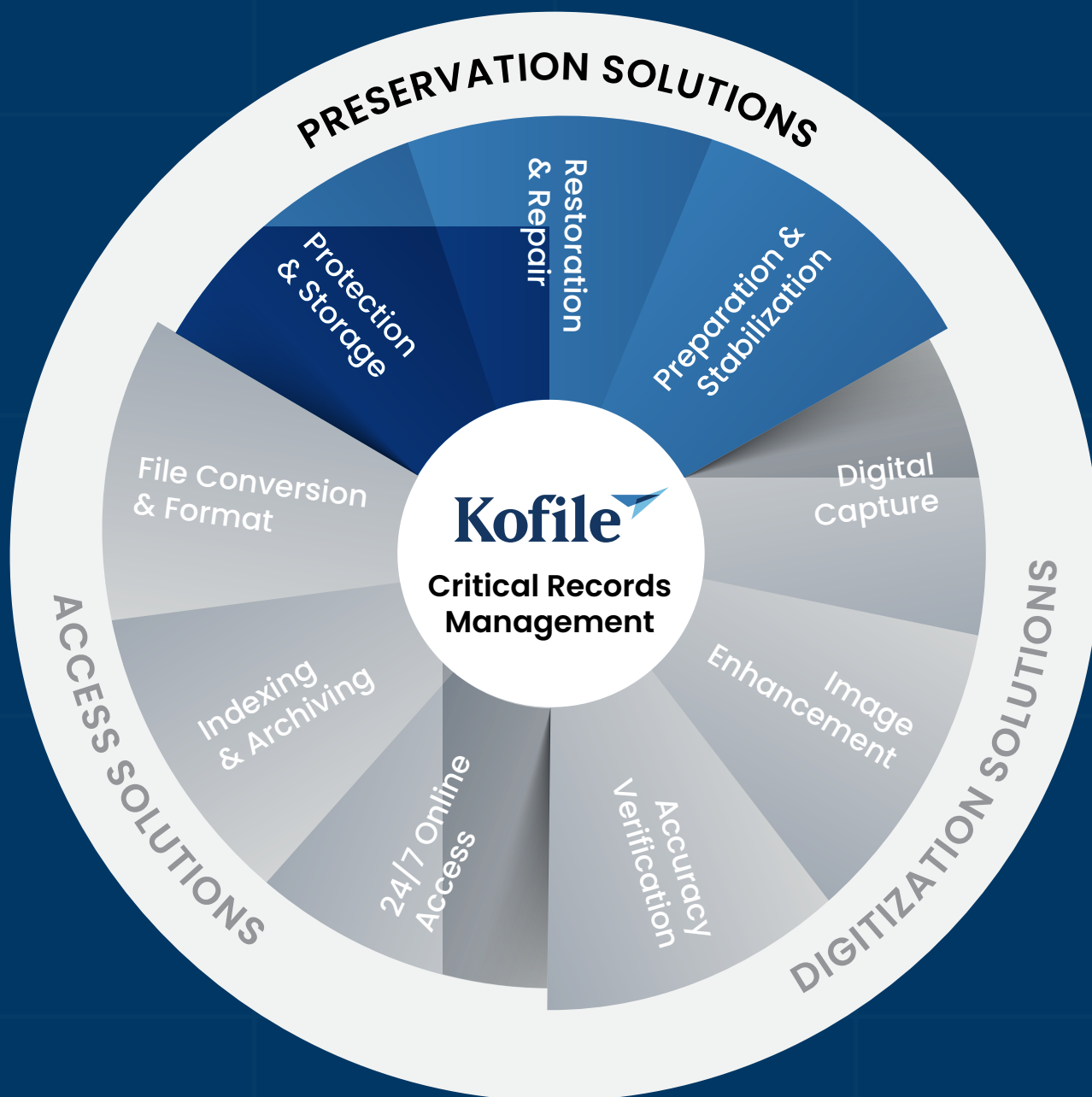
Improper storage conditions



Deterioration and data loss

Kofile's Critical Records Management solutions for a comprehensive approach to preserving, digitizing, and providing access to records

Protect history and build community pride with Kofile's proven records preservation processes, highly-skilled artisans, and the right mix of old and new-world techniques.



Defined and comprehensive preservation services addressing the unique needs of every record

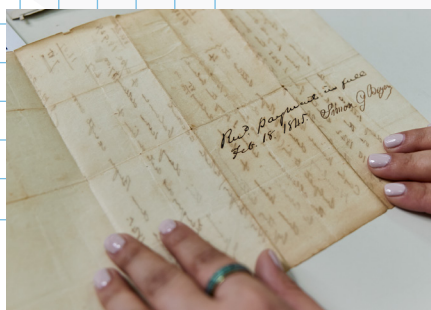
Billions of unique records exist in various paper sizes and types, thicknesses, ages, fragility, and conditions. Every paper or microfilm record receives a defined treatment plan and thorough quality control process to address its care requirements. Skilled artisans trained in European techniques carefully and methodically prepare, restore, and protect historic and active records. This level of rigor ensures your critical, irreplaceable documents are accessible and protected for current and future generations.

A defined and comprehensive paper records treatment plan includes the following services.



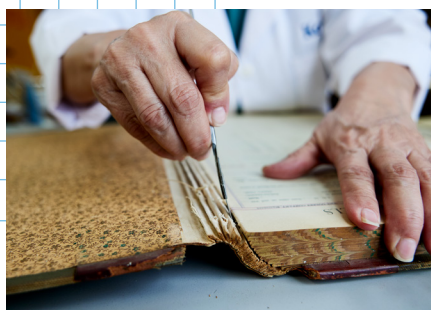
Preparation & Stabilization

Prepare records for preservation and stop aging and deterioration by stabilizing vulnerable documents with specialized deacidification solutions.



Inspection

Conservators inspect every record and page in books, case files, plats, or microfilm onsite to assess the necessary restoration and preservation work.



Preparation

Conservators meticulously dismantle record books, carefully unfold documents stored in envelopes or tubes, clean surfaces of documents, and remove fasteners, tapes, adhesives, varnish, and prior repairs.

Dismantle record books

Careful dismantling and reversal of the binding method involves delicately removing the original covers and spine for hand-bound and sewn material. Once separated, the decades-old glue, sewing threads, and binding material are exposed and removed. Loose-leaf material may require special keys or mechanical force to open the books.

Remove non-archival materials

Non-archival materials from prior preservation attempts, such as tape, glue, fasteners, and lamination, are removed. Specialized solvents and tools may be used to remove heavy acidic tape, laminates, or certain paper types and inks.



Stabilization

Commercially-prepared, non-flammable, non-toxic deacidification solution sprayed on both sides of the document prevents further aging and decay. Kofile is the exclusive stabilization vendor for photostats using a custom apparatus and sealant solution.

Restoration & Repair

Bring records back to life using proven conservation techniques, patented tools, materials, and processes from decades of experience caring for documents.



Restoration & repair

Conservators with decades of experience caring for documents of various sizes, types, fragility, and conditions use a combination of art and science to address each record's unique restoration and repair requirements. Specialized tools, solvents, materials, papers, and adhesives seamlessly integrate archival materials with the original document for optimal aesthetics.

Archival flattening

Patented lay-flat sleeves are manufactured in our facilities to accommodate any size document, protect from wear and tear, and prevent temperature and humidity degradation.

Disaster-Safe Binders (DSBs), available exclusively from Kofile

Like many other textiles, paper has memory and is affected by temperature and humidity. Over the years, it can swell, deform, and appear distorted. Folds and creases from years of abuse also need to be addressed. Conservators trained to reverse this condition use various safe and stable flattening techniques.

Mend torn or damaged paper

Artisan conservators train for years to acquire expertise in mending and repairing paper. It requires skill and the right materials and tools to bring the paper back to life. Depending on the paper's color, tone, condition, weight, length of tear, and degree of embrittlement, artisans use various tools, archival materials, specialized pastes, paper, and adhesives to seamlessly integrate materials with the original document without clashing aesthetically.

Protection & Storage

Safeguard records and historical documents from water, fire, and mold for hundreds of years in patented lay-flat sleeves, Disaster-Safe Binders, and custom cabinets and storage solutions.



Protection

Patented and custom lay-flat sleeves and binders using archival-grade materials protect the records from air, water, fire, mold, and other contaminants. Officials choose between heritage and Disaster-Safe Binders (DSBs) depending on their needs and the environment where records are stored.

Patented lay-flat sleeves, available exclusively from Kofile

Patented lay-flat sleeves are manufactured in our facilities to accommodate any size document, protect from wear and tear, and prevent temperature and humidity degradation.

Disaster-Safe Binders (DSBs), available exclusively from Kofile

Patented Disaster-Safe Binders (DSBs) act as mini-vaults to protect documents from the air, water, fire, mold, or other contaminants for hundreds of years. Binders come in custom sizes and can be title stamped with government seals, an official's name, or dedications to leave a permanent mark on history. Available in seven colors.

Storage

Cabinets and storage solutions minimize space, protect active records, maps, and plats from contaminants, and provide easy organization and access.



Disaster-Safe Binders to protect against fire and water damage

Complete protection for your irreplaceable records includes a patented Disaster-Safe Binder (DSB) manufactured and available exclusively from Kofile. DSBs act as mini-vaults encased in archival-grade stainless steel and security locks to ensure the safety of their contents.

Kofile's patented Disaster-Safe Binders ensure optimal records protection using:

- Fire-resistant covers and title stamps or dedications imprinted with non-flammable gold foil
- Stainless steel casing and security locks to prevent deterioration from air, water, fire, mold, and other contaminants
- Metal rim protects the cover and the lettering
- Foam insert backing and water-resistant gasket removes moisture and prevents humidity
- Rounded back to provide stability for multiple storage options (stand up or roller shelf)
- Custom sizes, straps, dedications, and title stamps available to accommodate records of all sizes, storage environments, and purposes
- Seamless fit with patented custom lay-flat sleeves for the ultimate protection

Kofile is the nation's recognized leader in restoring, preserving, and protecting historic and active records

➤ Real Property Records

All types of property records, including deeds, liens, and releases from local, county, and state governments

➤ Vital Records

Active records that chronicle life events, including births, deaths, marriages, and wills

➤ Court Records

All types of court records, including civil, criminal, and probate cases. Judicial minutes, proceedings, and other miscellaneous records and filings.

➤ Maps and Plats

Original hand-drawn maps and plats of property boundaries and local, county, or state jurisdictions



Questions to ask your vendor to assess the quality of their preservation solution:

- What chain of custody processes do you have for ensuring the safety of my records?
- What experience do your technicians have in restoring historical and active records?
- How do you prepare folded, rolled-up, or improperly stored documents for preservation?
- How do you handle the various ages, paper types, and sizes of documents requiring preservation?
- Are all treatments and repairs reversible?
- How do you stabilize records from further degradation?
- How do you encapsulate records to protect them from fire or water damage and other contaminants after treatment?
- How do you protect individual pages from contaminants after treatment?
- Do you offer quality warranties or guarantees if I'm dissatisfied with the results?

The Kofile Way: Preserving, modernizing, and protecting your community's past, present, and future

The Kofile Way

PASSION & EXPERTISE

- Consultative Field Teams
- Unmatched Craftspeople & Technicians
- Dedicated Project Teams

RESOURCES & TECHNOLOGY

- Advanced Specialized Equipment
- Best-In-Class Facilities
- Real-Time Tracking Software

PROCESS & PROTOCOLS

- Strict Chain of Custody
- Rigorous Quality Assurance
- Comprehensive Project Management

Kofile's mission is to empower elected and appointed officials to preserve history, fulfill their sworn oath, and build thriving communities through our Critical Records Management solutions.

But just as important as what we do is how we do it. The Kofile Way is our unwavering promise to deliver the highest quality Critical Records Management results for every project by combining passion and expertise, resources and technology, and processes and protocols. It's a comprehensive, consistent, care-driven approach that considers every detail—from pick-up to production to drop-off—of delivering quality that lasts hundreds of years and the peace of mind that we treat and safeguard every record as our own.

We fully guarantee all our work through our Standard Service Warranty. We perform all work in a manner consistent with or greater than industry standards require and will correct any errors or unsatisfactory work free of charge. This warranty extends for 90 business days after project completion.

Our Passion and Expertise

Kofile is a recognized national leader who complies with the American Institute of Conservation (AIC) Code of Ethics and Guidelines. Our passion and expertise come from experience developed over decades of hands-on, intricate preservation work with irreplaceable documents that create community pride and deliver on constituents' needs.

Consultative field teams accurately assess, identify, and scope record requirements

Our field teams are Critical Records Management experts, helping government leaders identify and assess the state and inventory of records in their custody. They partner with leaders and their staff to co-create a comprehensive plan to address immediate and long-term records requirements, provide support in front of commissioners and boards, and advise on navigating funding and project approvals.

Unmatched craftspeople and certified technicians trained in the intricacies of records preservation

Experienced craftspeople consider every detail, bringing life back into records, and treat each record like our own to give leaders the peace of mind that their documents are cared for and protected for hundreds of years.

Dedicated project teams empowered to manage every aspect of your project

Accountable project teams digitally track the progress of every project from pick-up to production to drop-off and can provide government leaders and their staff with prompt access to any record during treatment.



"I met some of the Kofile employees at their facilities...it just caught my attention how passionate they were about preserving the history of Texas. I could see they took pride and cared about what they were doing. I told them I'm proud of what you do for these records and I trust that they'll take good care of our Bexar County records"



Lucy Adame-Clark
Bexar County, TX, County Clerk

Our Resources and Technology

As government leaders work to preserve the past while modernizing, we continuously invest in bringing together advanced and specialized equipment, best-in-class lab and production facilities, and real-time tracking software to address their growing Critical Records Management needs.

Advanced and specialized equipment, tools, and materials to ensure high-quality work and results

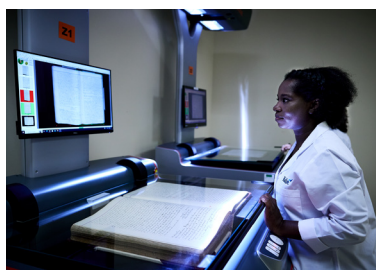
Kofile holds patents and is the sole provider of many tools, materials, solvents, and chemicals used to care for, treat, and safeguard critical records. Innovations include patented lay-flat sleeves and Disaster-Safe Binders (DSBs) manufactured exclusively in our facilities.

Best-in-class lab and production facilities to support your diverse record requirements

Our seven dedicated state-of-the-art laboratories and production sites across the country support all geographic regions, diverse records requirements, and a high volume of Critical Records Management projects. Our facilities have 24/7 manned on-site security, electronic surveillance, motion detection, and regulation controls to maintain optimal temperatures and humidity levels and prevent contaminants.

Real-time tracking for production efficiency and visibility of record and project status

Our real-time digital tracking software and dashboards, explicitly designed for managing the lifecycle of critical records, provide project managers with visibility into the location and status of every document in our care. As each project is unique, our flexible software adapts to each project's requirements and is scalable to accommodate larger volumes or complexity.



Our Processes and Protocols

Our processes and protocols ensure project accuracy, quality, and safety. They begin when we visit a government office for a records wellness evaluation and end when they are safely back in the hands of officials and their staff.

Strict chain of custody from pick-up to delivery to ensure the integrity and safety of every document

The critical records in our custody have irreplaceable value, and their safety and security are a top priority. Our strict chain of custody protocols ensures we're accountable for every record and can provide necessary access during treatment—often within the hour. We've invested in a transportation fleet and drivers to safeguard records. Our drivers pick up and transport records to one of our secure facilities. Before returning, we review and account for every page and record before our drivers deliver them safely back into the hands of government staff.

Rigorous Quality Assurance (QA) for every record at every step in the process

Kofile's commitment to protecting original records representing our nation's history requires that every record meets the highest quality standards. Upon completing a comprehensive preservation treatment, experienced quality control technicians audit every record, certifying its quality and accounting for every page we received during intake. Kofile employees then hand-deliver the restored, preserved, and protected documents safely back to leaders and their staff at their offices.

Comprehensive project management to deliver high-quality results and relationships

All Kofile projects include comprehensive project management. A dedicated project manager ensures every project meets milestones and follows all quality assurance and control steps using real-time tracking software to deliver the high-quality results that government officials and constituents expect. They are accountable for regular updates and communicating change orders, risks, or issues to government officials and their staff during the project's lifecycle.

Kofile's commitment to quality and the safety of irreplaceable records

"My Kofile sales rep, Ryan, has been incredible. He explains the whole process and is always there to answer questions. He was in the dirt and dust with us, moving things around, putting them on the palette, and stacking them in the truck. He's always right in there. He's the one who drops the books off when they're finished and helps us put them into our climate-controlled storage space. He's hands-on and accessible, which is part of our comfort when working with Kofile, so it was a no-brainer to continue working with them."



Dan McPhillips

Recorder of Deeds, Bucks County, PA

Government agencies and their leaders fulfilling their oath and leaving a permanent mark on history

Safeguarding irreplaceable records ensures their protection for current and future generations. And it leaves a permanent mark on history and a legacy for the public officials who make it happen—leaders like John Warren, the County Clerk of Dallas County, TX. Mr. Warren's office annually records nearly 400,000 land records and 26,000 vital records. As the guardian and champion of his community's history, he's committed to making all historical documents available and easily accessible to his constituents. Many of those records are aging and suffered damage over the years. He partnered with Kofile for nearly a decade to restore, preserve, and protect the over 11,000 books in his care to achieve his goal.

The necessary work of preserving records and making them available to the public

"I've been in a business partner relationship with Kofile since 2014. We're preserving all of our historical records and have more than 11,000 books that Kofile is preserving. If you look at it from a document perspective, it's over seven million documents that Kofile is preserving. And if you look at it on an individual page basis, that is over 1.5 billion records. It's necessary to do this because these are public records, and we must make them available to the public."



John Warren

County Clerk, Dallas County, TX

Get started on your Critical Records Management journey with a records wellness evaluation and checkup

Where are you on your Critical Records Management journey? Start with a free wellness evaluation to take inventory and understand the health of your critical records.

Schedule a consultation with a Kofile Preservation Solutions expert for a records wellness evaluation on the state of your records

Email Experts@Kofile.com to get started.



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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