

The Office of the City Clerk, City of Pittsburgh

Records Management Division

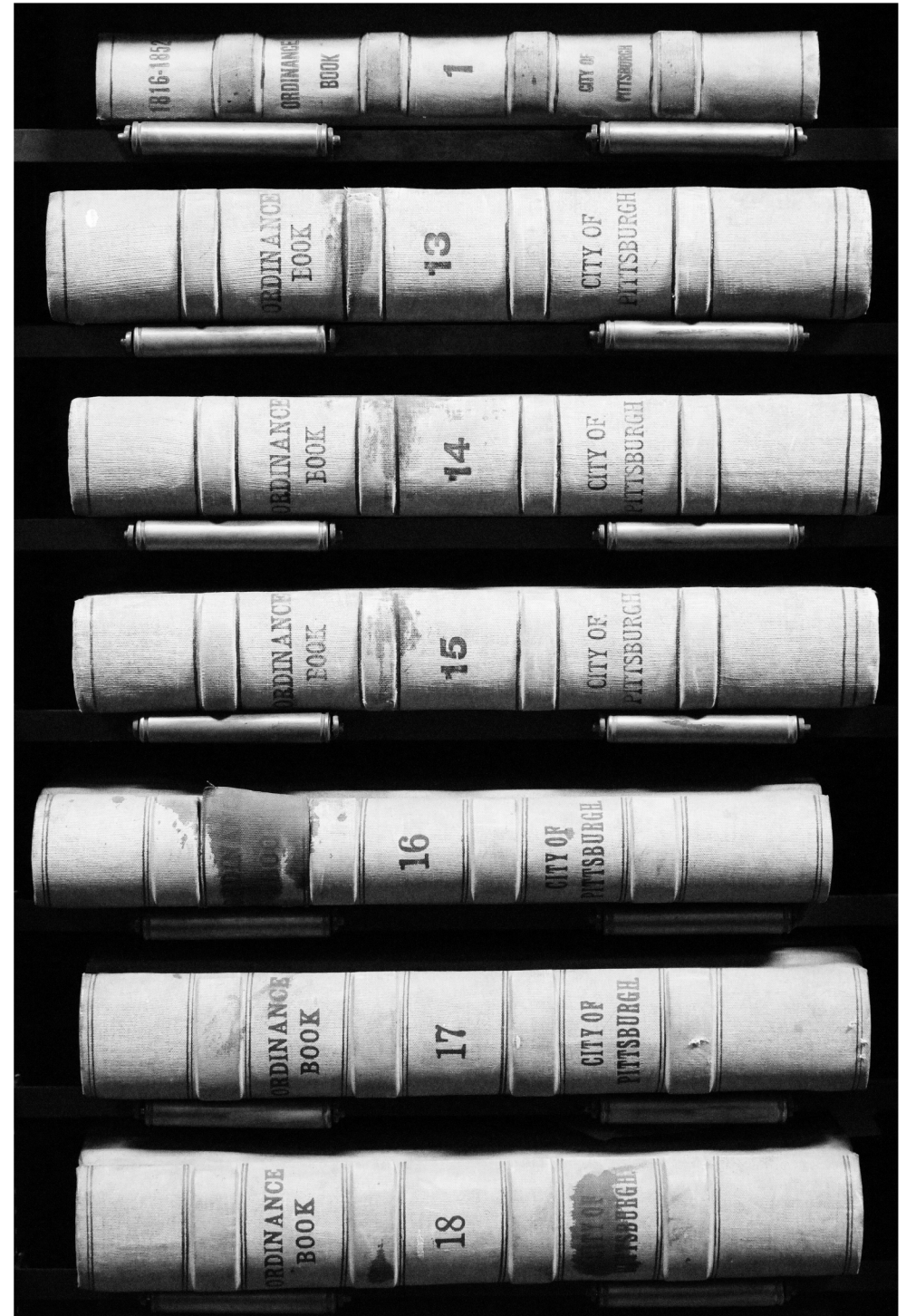
STRATEGIC PLAN

Fiscal Year 2018-2022

October 2017
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1 Strategic Context

The Office of the City Clerk is engaged in a multiyear effort to fill a critical gap in City services by establishing a citywide records management program.

For over 200 years, the City Clerk of Pittsburgh has been the facilitator and record-keeper of City Council proceedings. The Office has created and maintained a comprehensive record of the City's legislative history, making Council actions from 1917 as easily discoverable as its actions from 2017. As a result, the City's legislative process is transparent, responsive to public engagement, and open to historical analysis.

Other records of the City, however, have not been managed with as much consistency. Decade after decade, each office has independently managed its information assets without the benefit of professional guidance, standards-based policy, or resources to support **preservation** and **access**. **Vital records** often exist in multiple copies and formats with no distinction between access copies and **copies of record**. There are no **records retention controls** in place among the City's various data systems. Consequently, data is continuously created and stored in ever-expanding volume, while search and retrieval functions remain limited and insufficient for long-term access. This lack of control exposes the City to serious risks associated with efficiency, legal compliance, and litigation discovery.

Moreover, the City's documentary legacy is fragmented and scattered. Few records survive from the bulk of mayoral administrations and obsolete departments. Irreplaceable documents have been misplaced, discarded, or stolen. Modern records

pose even greater preservation challenges, and their continuing evolution requires consistent management, quality control, and intervention to mitigate risk and ensure long-term access.

The City Clerk's Office proposes to expand its recordkeeping function to include a division devoted to the implementation and oversight of citywide records management. The proposed Records Management Division will manage three primary, overlapping functions:

Records Management: Oversees retention scheduling, records management policy and training, and the authorized disposition of City records;

Collections Management: Ensures the preservation and accessibility of archival records;

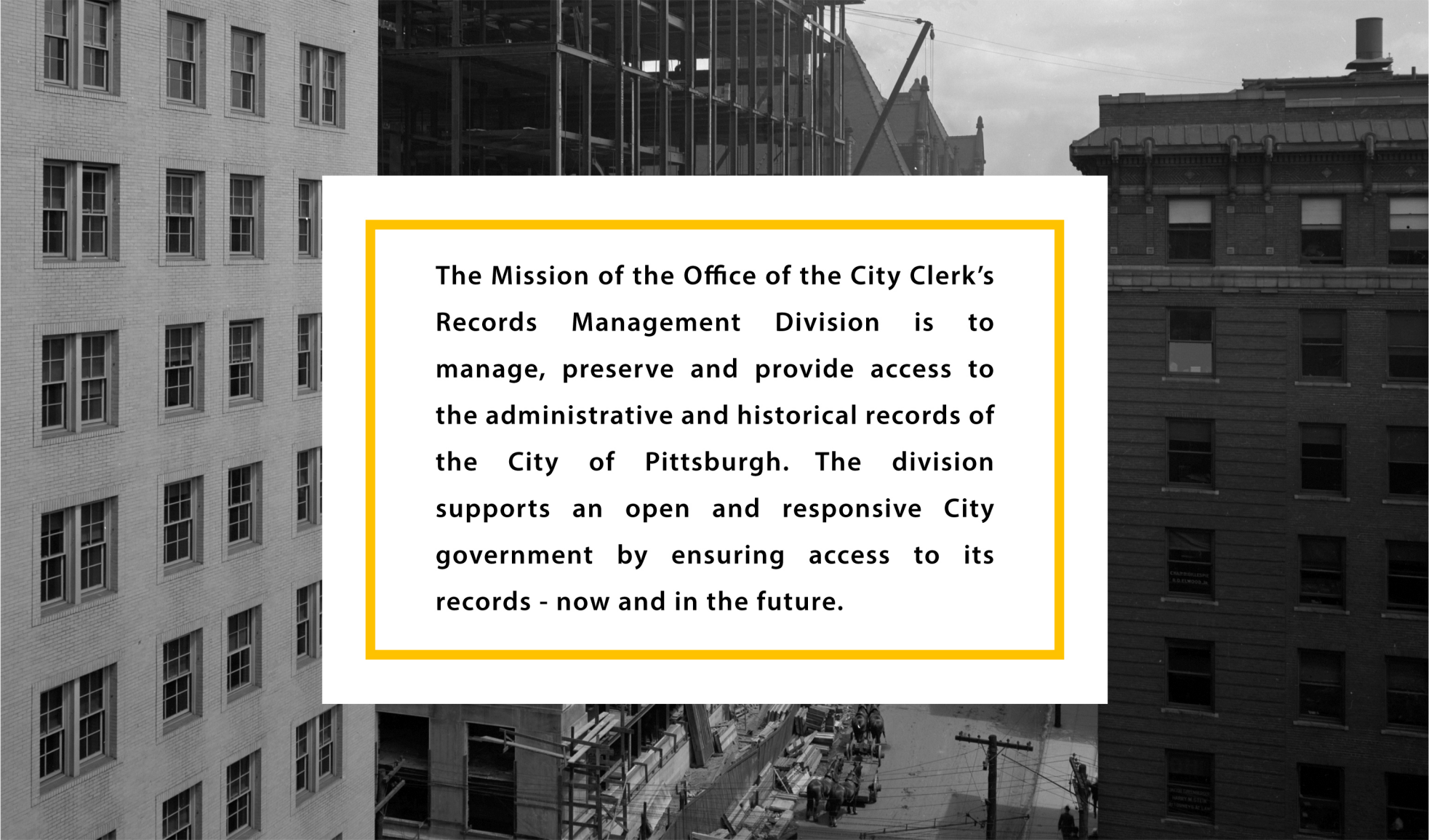
Access Management: Provides reference services to employees and the public and promotes use of the City's collections.

The goals and objectives outlined below chart a path towards fulfilling these responsibilities and transforming the City Clerk's Office into a modern government recordkeeping agency.

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The Vision

of the Office of the City Clerk's Records Management Division is to transform City recordkeeping into a vital tool for information discovery, institutional memory and civic engagement.



The Mission of the Office of the City Clerk's Records Management Division is to manage, preserve and provide access to the administrative and historical records of the City of Pittsburgh. The division supports an open and responsive City government by ensuring access to its records - now and in the future.

Goals & Objectives

1. Centralize and standardize City records management

- 1.1 Procure temporary storage location to mitigate existing threats to archival records (FY 2018).
- 1.2 Consolidate storage of long-term and archival records into centralized City Archives and Records Center (FY 2020-2022).
- 1.3 Implement records management policies including retention schedules, security protocols, and disposition procedures.
- 1.4 Evaluate effectiveness of current electronic records systems across all departments.

2. Increase accessibility, discoverability and productive use of archival collections

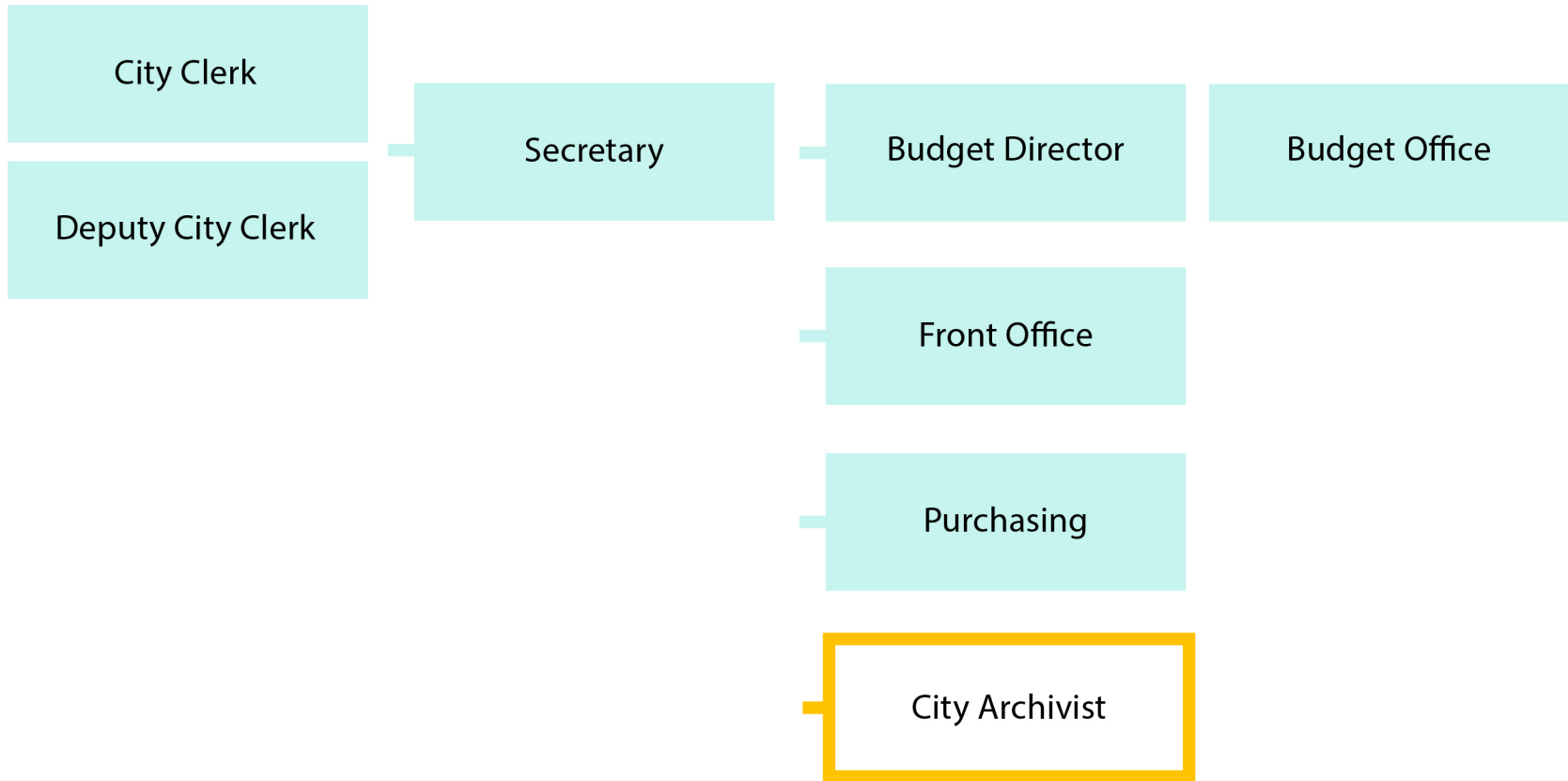
- 2.1 Begin accessioning, processing, and providing access to archival collections from all departments by FY 2019.
- 2.2 Digitize 100 percent of the Municipal Record by FY 2019.
- 2.3 Implement cataloging system to create and share information about collections by FY 2019.
- 2.4 Promote access and use of collections through website development and outreach.

3. Implement premier digital preservation system

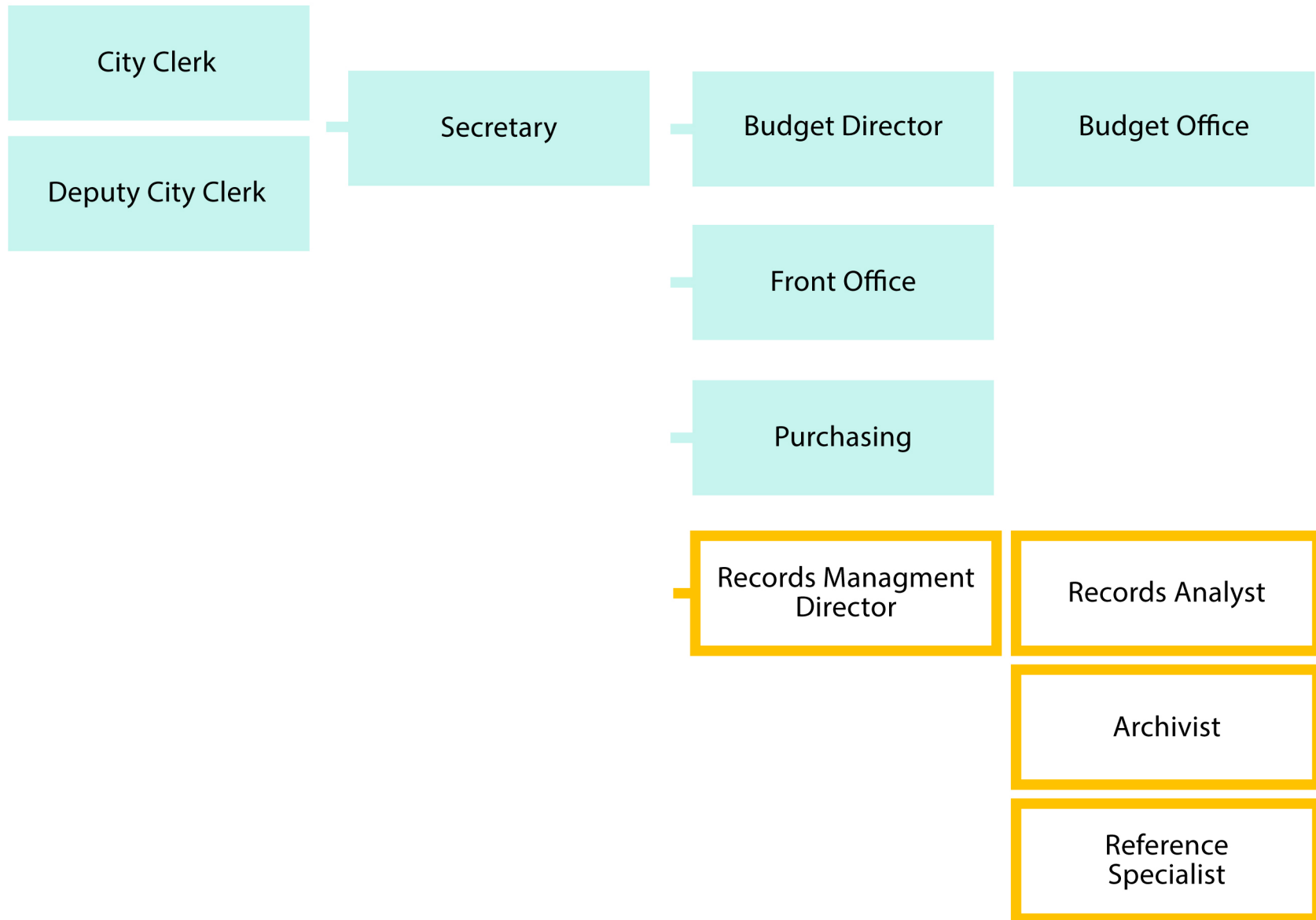
- 3.1 Acquire purpose-designed digital repository for storing and accessing digital archival records by FY 2021.

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Current Organizational Chart



5 Proposed Organizational Chart



A Current Storage Conditions



City documents that have sustained water damage in basement storage.



Buckets collecting water during a recent leak in basement storage.



Board of Viewers reports in vacant City building.



Preparation for moving Board of Viewers reports.



Files sit in vacated offices.



Thousands of inaccessible, non-indexed maps.

B Glossary

Access 1. The ability to locate relevant information through the use of catalogs, indexes, finding aids, or other tools. 2. The permission to locate and retrieve information for use (consultation or reference) within legally established restrictions of privacy, confidentiality, and security clearance.

Archival Processing The arrangement, description, and housing of archival materials for storage and use by patrons.

Copy of record (also record copy, official copy, principal copy) The single copy of a document, often the original, that is designated as the official copy for reference and preservation.

Preservation 1. The professional discipline of protecting materials by minimizing chemical and physical deterioration and damage to minimize the loss of information and to extend the life of cultural property. 2. The obligation to protect records and other materials potentially relevant to litigation and subject to discovery.

Record 1. A written or printed work of a legal or official nature that may be used as evidence or proof; a document. – 2. Data or information that has been fixed on some medium; that has content, context, and structure; and that is used as an extension of human memory or to demonstrate accountability. – 3. Data or information in a fixed form that is created or received in the course of individual or institutional activity and set aside (preserved) as evidence of that activity for future reference.

Records lifecycle The distinct phases of a record's existence, from creation to final disposition. Notes: Different models identify different stages. All models include creation or receipt, use, and disposition. Some models distinguish between active and inactive use, and between destruction and archival preservation.

Records management The systematic and administrative control of records throughout their life cycle to ensure efficiency and economy in their creation, use, handling, control, maintenance, and disposition.

Retention schedule A document that identifies and describes an organization's records, usually at the series level, provides instructions for the disposition of records throughout their life cycle.

Vital record Emergency operation records immediately necessary to begin recovery of business after a disaster, as well as rights-and-interests records necessary to protect the assets, obligations, and resources of the organization, as well as its employees and customers or citizens; essential records.



Parks Department Photographs, c. 1910s - 2000, now fully indexed and housed in acid-free enclosures.