

**THE CITY OF CAMDEN  
GENERAL POLICIES AND PROCEDURES  
FOR ELECTRONIC / DOCUMENT IMAGING  
AND  
RECORDS MANAGEMENT**

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**I. GENERAL POLICIES**

**A. Specific Applicable State Laws**

- 1) *Role of the Municipal Clerk*
- 2) *Definition of Public Records*
- 3) *Private Possession of Public Records*
- 4) *Penalties*

**B. Single Official Certified City-Wide Document Imaging System**

- 1) *Exemption of Local Law Enforcement*
- 2) *Ownership / Control of the Official Document Imaging System*

**C. Records Destruction or Retention Procedures**

- 1) *Mandatory Use of Records Retention Schedule*
- 2) *Questions and Concerns*
- 3) *Destruction and Retention Process*

**D. Purview of the Records Manager**

- 1) *Purview*
- 2) *Administration*
- 3) *Point of Contact*
- 4) *Training*
- 5) *Template Catalog*
- 6) *Roster of Filers and Scanners*

**E. Role of Agencies, Departments and Other Municipal Entities**

**F. Role of the Records Management Unit**

- 1) *Role*
- 2) *Functionalities*
- 3) *Operational Realm*
- 4) *Unit Supervision*

**G. Role of the Records Review Committee**

- 1) *Committee Membership*
- 2) *Primary Roles*

**H. Role of the Records Management Committee**

- 1) *Advisory Capacity*
- 2) *Creation and Maintenance of Templates and Indexes*
- 3) *Templates*
- 4) *Promulgation of Forms and Guidelines*
- 5) *Recommendations for Filers and Scanners*

**I. Documents and Records of a Historical Nature**

**J. Informational Exchanges and/or Release of Municipal Records and/or Documents**

- 1) *Definition of Municipal Records*
- 2) *E-mail*
- 3) *Electronic Media*
- 4) *Code of Confidentiality*
- 5) *Duly Authorized Means of Records / Documentation Release*

**II. PROCEDURES FOR DOCUMENT IMAGING**

**A. General Overview**

**B. Role of the Filer**

- 1) *Conducting Reviews*
- 2) *Creating and Maintaining Indexes*
- 3) *Quality Control*

**C. Role of the Scanner**

- 1) *Quality Control*
- 2) *Conducting Proper Indexing Protocols*
- 3) *Utilizing Existing Templates*

**D. Structured, Unstructured Documentation and Special Tasks**

- 1) *Structured documentation*
- 2) *Unstructured documentation*
- 3) *Special Tasks*

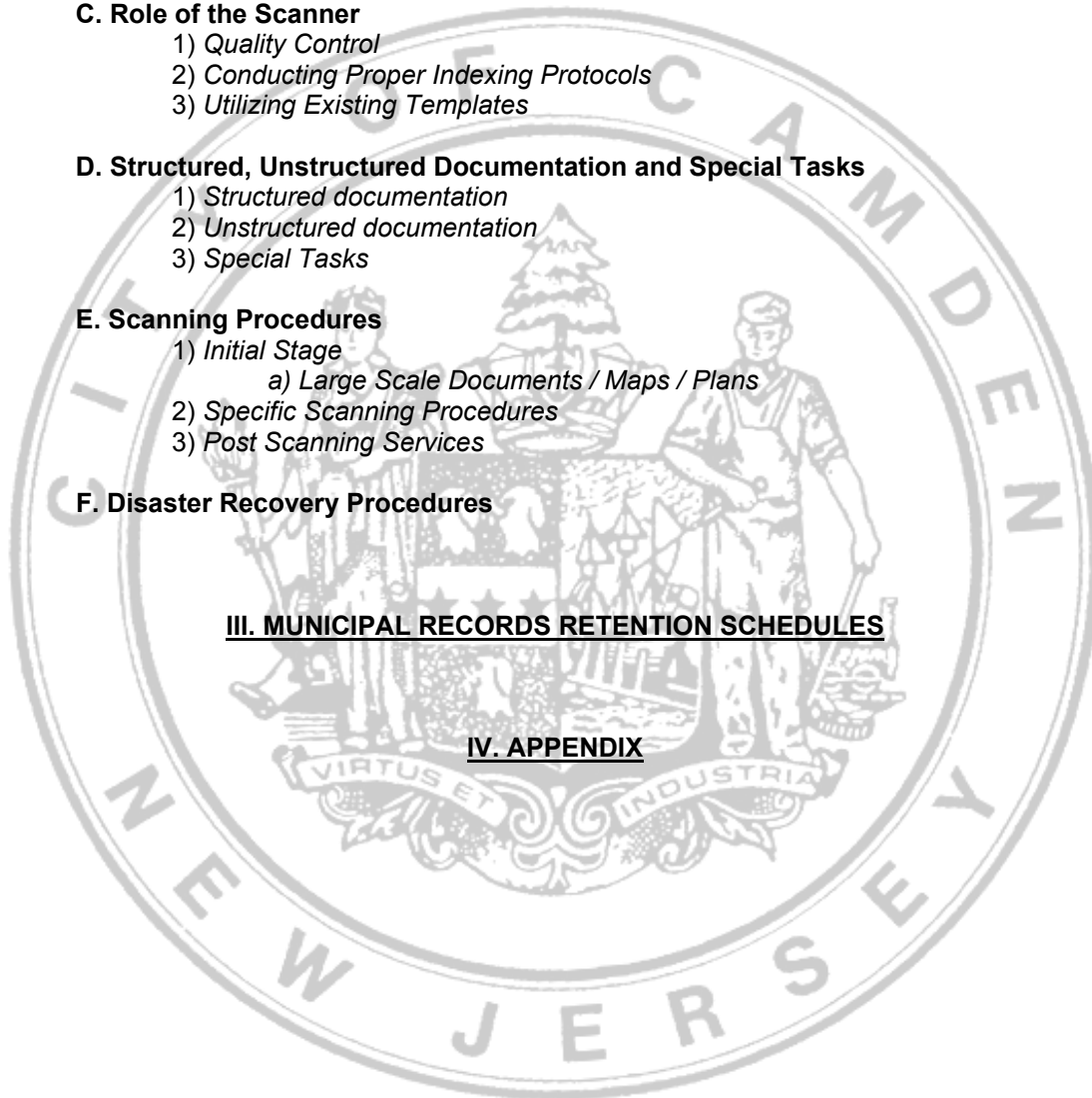
**E. Scanning Procedures**

- 1) *Initial Stage*
  - a) *Large Scale Documents / Maps / Plans*
- 2) *Specific Scanning Procedures*
- 3) *Post Scanning Services*

**F. Disaster Recovery Procedures**

**III. MUNICIPAL RECORDS RETENTION SCHEDULES**

**IV. APPENDIX**



## **I. GENERAL POLICIES**

### **A. Specific Applicable State Laws**

#### **1. Role of the Municipal Clerk**

Under New Jersey law, it is the *legal mandate* of the *Municipal Clerk* to act as the legal custodian of *all* municipal records as per N.J.S.A. 40A:9-133c(6). Pursuant to this mandate, the *Municipal Clerk* has assigned the *Records Management Unit*, which shall be supervised by the *Records Manager* acting as the direct reporting agent of the *Municipal Clerk* in matters pertaining to public records and documents and the preservation, disposal and retention of same.

#### **2. Definition of Public Records**

As defined by N.J.S.A 47:3-16 of the "Destruction of Public Records Law of 1953" *Public Records* are defined as the following:

As used in this act, except where the context indicates otherwise, the words "public records" mean any paper, written or printed book, document or drawing, map or plan, photograph, microfilm, sound-recording or similar device, or any copy thereof which has been made or is required by law to be received for filing, indexing, or reproducing by any officer, commission, agency or authority of the State or of any political subdivision thereof, including subordinate boards thereof, or that has been received by any such officer, commission, agency or authority of the State or of any political subdivision thereof, including subordinate boards thereof, in connection with the transaction of public business and has been retained by such recipient or its successor as evidence of its activities or because of the information contained therein.

#### **3. Private Possession of Public Records**

Private possession of public records is not permitted without due process of law and proper authorization. Consequently, the *Records Management Unit*, acting on behalf of the Office of the *Municipal Clerk*, is empowered to request and receive from any person any public record in their possession belonging to the City of Camden.

#### **4. Penalties**

The penalties for failing to adhere to the guidelines contained within these policies and procedures can result in permanent, specific legal consequences as per N.J.S.A. 47:3-16:

##### **15. [C. 47:3-29 HIGH MISDEMEANOR]**

Any person who without the consent of the person authorized to have custody thereof, removes an official record or paper from the files of any public agency or body, or who alters any map, plat, or other paper signed and approved by a public official without permission, or who alters, defaces, mutilates or destroys with malicious intent any public record shall be guilty of a high misdemeanor.

**Accordingly, any and all municipal department / entities and their respective employees shall adhere to the rules and regulations as defined within this policies and procedures handbook.**

## B. Single Official Certified City-Wide Document Imaging System

All municipal departments / entities are to utilize the official certified and sanctioned document imaging system of the City of Camden - that being the **DocStar** system - which will function within and for the benefit of all municipal departments.

- 1) **Exemption of Local Law Enforcement.** One exception is that of the *Camden Police Department*, whose electronic document management needs will be primarily maintained by the *Camden County Prosecutor's Office* – as per *State of New Jersey Attorney General's Office* (see section IV: *Appendix*) although it must be noted that they must also follow guidelines as so defined within their respective *Records Retention Schedule* (see section “III. *Municipal Department / Entity Records Retention Schedules*”).
- 2) **Ownership / Control of the Official Document Imaging System.** The *Records Management Unit*, acting in accordance with the regulatory requirements of the *New Jersey Division of Archive and Records Management* and under the direct purview of the *Municipal Clerk* of the City of Camden, shall oversee day to day administration of the official document imaging system. In addition, any and all equipment and software purchased as part of the functionality of this system shall remain in the control of the Office of the *Municipal Clerk* by way of the *Records Management Unit* of the City of Camden. Senior Information Technology / MIS staff of the City of Camden shall ensure that this system shall remain reliably and fully functioning within a secure, dedicated facility as it is intended to do within context of the overall municipal computer network.

**The City of Camden's document imaging system is sanctioned and certified as required by law by the New Jersey Division of Archives and Records Management; consequently, no other document imaging system shall be utilized during the course of day to day records management within the City of Camden.**

**Municipal departments / entities utilizing non-sanctioned document imaging systems will result in such records being unsanctioned and thus deemed non-certified and not permitted for legal documentation as so required by municipal, state, county and federal laws.**

**Any municipal department / entity utilizing non-sanctioned document imaging systems will be in abeyance of both state law and municipal policies and procedures.**

## C. Records Destruction and Retention Procedures

- 1) **Mandatory use of Records Retention Schedule.** All municipal departments / entities possess records / documents which are specifically defined with the “**Records Retention Schedule**” of the *New Jersey Division of Archive and Records Management* and accordingly will reference and utilize their specific relevant portions regarding said schedule (for more on this, please refer to section “III. *Municipal Department / Entity Records Retention Schedules*”).
- 2) **Questions and Concerns.** If there are any questions or concerns about the specific nature of the record(s) / document(s) to be destroyed or retained, it is the municipal department / entities responsibility to contact the *Records Manager* for guidance.
- 3) **Destruction and Retention Process.** As per “Destruction of Public Records Law (1953)”, all municipal departments / entities *without exception* must adhere to the following procedures in regards to records / document *destruction* and *retention*:

For **Destruction**:

- a) A formal request is made to the attention of the *Records Manager* to destroy documents. Prior to request submission, the following must first be determined:
  - i. The nature of the documents in question must first be determined and reviewed vis-à-vis the respective municipal department / entities "**Records Retention Schedule**" to determine the nature of the records / documents (to determine which specific schedule is applicable to one's department / agency (please see section "*III. Municipal Department / Entity Records Retention Schedules*").
  - ii. All requests are to be submitted by the individual(s) specifically assigned for each municipal department / entity to monitor such activity (for more on this, please refer to section "*H. Role of the Records Management Committee*") who then will be directly responsible for contacting and coordinating with the *Records Manager* destruction of said documents / records. This individual(s) shall complete a "**Request and Authorization for Records Disposal**" (please see section "*IV. Appendix*" of this document) and shall include within said request the following:
    1. The nature of the documents to be destroyed defined by the documents / records appropriate "*Record Series Title*" (as defined by the *Records Retention Schedule* for each respective municipal department / entity);
    2. *Series Number* referencing the records / documents to be destroyed;
    3. The *inclusive dates* – i.e., timeframe – that the documents / records consists of;
    4. *Retention Period* (as defined by the *Records Retention Schedule*);
    5. *Approximate volume* / amount of records / documents slated for destruction.
  - iii. Upon completion and log entry of the "**Request and Authorization for Records Disposal**" by the *Records Manager*, the *Records Manager* shall then obtain final signed approval from the *Municipal Clerk* and submit the request to the direct attention of the *New Jersey Division of Archive and Records Management* for formal submission.
    1. For **financial records and/or records which involve any record of monetary or fiscal reference**, along with the above procedure, must include an additional signature from the *Municipal Auditor* will also be required prior to submission of the "**Request and Authorization for Records Disposal**" to the attention of the *Records Manager*.
  - iv. Upon approval from the *New Jersey Division of Archive and Records Management*, the *Records Manager* shall log the "**Request and Authorization for Records Disposal**" form and begin formal destruction of the records in question.

For **Retention**:

- 1) Following review of the *Records Retention Schedule* specifically for each respective municipal department / entity, a “**Records Retention Request**” shall be submitted to the attention of the *Records Manager*. Any and all “**Records Retention Requests**” will only take place after the documents / records in question are scanned (if so deemed appropriate) into the document imaging system and after the municipal department / entity has followed the appropriate procedure as outlined within the section, “II. Procedures for Document Imaging”.
- 2) Once the record(s) / document(s) has been scanned into the municipal document imaging system, the municipal department / entity is to then complete the “**Records Retention Request**” and forward same to the direct attention of the *Records Manager*.
- 3) The municipal department / entity personnel shall obtain the proper boxes for storage from the *Records Management Unit* and begin boxing of said scanned records (and **only** those records that have been included as part of the “**Records Retention Request**”).
- 4) Once boxed, the records / document are then to have a proper label affixed to the box(es) consisting of the following information:
  - a. *Item Description (Title);*
  - b. *Department;*
  - c. *Division / Bureau / Unit / Office;*
  - d. *Departmental Contact;*
  - e. *Telephone Number;*
  - f. *Have these Items Been Document Imaged? Y / N (circle one)*
- 5) This information shall also be noted within the *Records Retention* request and shall be logged within the *Records Management Unit* for future reference and retrieval, permanent storage or destruction - whatever action is deemed appropriate for the records in question.

**No unauthorized storage, movement or relocation of municipal records / documents shall take place without the expressed knowledge and approval of the *Records Manager*, as such action may be considered an act in violation of N.J.S.A. 47:3-29 “High Misdemeanors”.**

**D. Purview of the Records Manager**

- 1) **Purview.** The purview of the *Records Manager* involves the maintenance, retrieval, oversight and control of any and all documents, records and electronic storage media held by the City of Camden across any and all municipal departments / agencies / bureaus / offices / entities and across any and all platforms and services.
  - a. This purview is inclusive of control of any and all storage facilities, relocation and services undertaken on behalf of the City of Camden.
  - b. This purview also includes oversight of any and all contracted entities acting on behalf of the City of Camden in regards to records retention and destruction.
- 2) **Administration.** The *Records Manager* is also the primary system administrator for the official municipal document imaging system (please refer to section “*I. General Policies, B. Single Official Certified City-Wide Document Imaging System*”). For purposes of system redundancy, outside of the *Records Manager*, only the *Municipal Clerk* (and/or

his designated representative) and a senior member of the MIS Unit for the City of Camden will also possess authorized access to the document imaging system for administrative access.

- 3) **Point of Contact.** The *Records Manager* shall also be the primary point of contact and coordination (with the exception of the *Municipal Clerk*) between the City of Camden and the *New Jersey Division of Archive and Records Management* in regards to records destruction and retention as well as storage and maintenance of services and system pertaining to document imaging and long-term and intermediate storage of all hard copy records.
- 4) **Training.** All training for authorized users for the document imaging system is to be coordinated through the *Records Manager* and can be done with the assistance and advisory input of the *Records Management Committee*.
- 5) **Template Catalog.** The *Records Manager* shall maintain a **Template Catalog** of any and all authorized *templates* utilized by the document imaging system. No other template(s), unless those authorized by the *Records Manager* and included within this *Template Catalog* will be permitted for usage on the municipal document imaging system (see also “*H. Role of the Records Management Committee, Item 3 #: Template Cataloging*”).
- 6) **Roster of Filers and Scanners.** The *Records Manager* shall be the official point of contact in regards to maintaining a roster of all authorized *Filers* and *Scanners* utilizing the City of Camden’s official document imaging system; this roster will be known as the “**Roster of Authorized Filers and Scanners**”. No other individual(s), unless so included in this roster, shall function as either *Filer* or *Scanner* unless so prior approved by the *Records Manager*. This roster shall be complimented with staff either recommended by the *Records Management Committee* and/or the Directors / Supervisors of the various municipal Departments / entities who will contact the *Records Manager* for authorization and inclusion of same.

#### **E. Role of Agencies, Departments and Other Municipal Entities**

It is the stated policy that each and every department and municipal entity shall be responsible for scanning their respective assignment documents into the document imaging system, and to insure that any and all documents and / records scanned into the system shall be of acceptable and qualitative nature insuring future retrieval.

#### **F. Role and Functions of the Records Management Unit**

- 1) **Role.** The role of the *Records Management Unit* is to act as a municipal office functioning within the realm of the *Municipal Clerk’s Office* and to undertake it’s responsibilities as defined within these guidelines.
- 2) **Functionalities.** The *Records Management Unit* insures that all policies and procedures regarding municipal documents and records management are adhered to and complied in accordance with the *New Jersey Division of Archive and Records Management*.
- 3) **Operational Realm.** The *Records Management Unit* is to function on behalf and throughout the City of Camden on any and all levels of government.
- 4) **Unit Supervision.** The *Records Management Unit* shall be directly supervised by the *Records Manager*, who shall report directly to the *Municipal Clerk*.



### G. Role of the Records Review Committee

- 1) **Committee Membership.** The *Records Review Committee* shall be appointed by the *Municipal Clerk*, and will consist of a committee consisting of no less than the *Municipal Clerk*, the *Records Manager* and legal advisor assigned to the *Municipal Clerk's Office*.
- 2) **Primary Roles.** The primary role of the *Records Review Committee* is to overview and provide specific guidelines upon request for informational exchanges involving OPRA (Open Public Records Act) request, and may also include general material requested for litigation and is subject to following the guidelines as defined regarding subsection "I. Informational Exchanges and/or Releases".

### H. Role of the Records Management Committee

- 1) **Advisory capacity.** The *Records Management Committee* serves in an advisory capacity to the *Records Manager* in the implementation of policy and procedures regulating records / document management for the City of Camden and will consist of members who are appointed directly by the *Municipal Clerk*.
  - a. Chairmanship of the *Record Management Committee* shall be annual on a Calendar year basis – January 1<sup>st</sup> to December 31<sup>st</sup> - with the Chairmanship rotating amongst committee members.
  - b. No chairperson shall serve concurrent / back to back terms.
- 2) **Creation and Maintenance of Templates and Indexes.** The *Records Management Committee* participates in the creation and establishment of **Templates** and **Indexes** utilized by the municipal document imaging system, with some members serving in the capacity of either *Filers* or *Scanner*, when called upon by their respective departmental / entity head to fulfill such tasks.
- 3) **Templates.** Metadata (background information consisting of when the *template* was created; by whom and for which specific form, along with a copy of a sample form/document for which the *template* was created) regarding any and all *templates* created by any and all departments / agencies and/or members of the *Records Management Committee* shall be forwarded to the attention of the *Records Manager*, who shall include such information in the **Templates Catalog** for review and retrieval in the continuance of the overall document imaging system (see also "D. Purview of the *Records Manager*, Item 5, *Template Catalog*").
- 4) **Promulgation of Forms and Guidelines.** In addition, members of the *Records Management Committee* shall also assist in the development and promulgation of forms and guidelines regarding document / records management as defined herein and shall act as liaison(s), when called upon, between the *Records Management Unit* and municipal departments / agencies.
- 5) **Recommendations for Filers and Scanners.** The *Records Management Committee* shall also be asked to submit a listing of recommended individuals to serve as either *Scanners* or *Filers* within the various municipal Departments / Entities, with such names included in the *Roster of Filers and Scanners* when the authorization for such is confirmed and given by the *Records Manager* for system administrative entry into the official document imaging system (please see I. *General Policies*, D. *Purview of the Records Manager*, 6) *Personnel Listing of Filers and Scanners*). Recommendations must be made in concurrence, however, of the various municipal Department / Entity Directors / heads.

## I. Documents and Records of a Historical Nature

Any and all historic document(s) and / or record(s) – or such items which are either of obvious age or are not certain to be considered historic - inclusive of reports (bound or otherwise), photographs, maps, charts, diagrams, plans, drawings, etc. – are without exception to be turned over to the immediate attention of the *Records Manager*.

The process shall be as follows:

- 1) Upon receipt of such items which may be considered to possess historic value, the *Records Manager* will then request advisement from any individual or group who may be considered as serving within a valid advisory capacity – such as the municipal *Historic Preservation Specialist*, *Camden County Historical Society* or other *professional expert(s)* deemed qualified by the *Municipal Clerk* - to determine the historical significance (if any) of the aforementioned records.
  1. The “Historic Preservation Specialist(s)” will physically review and submit a brief written opinion to the *Records Manager* as to the nature, quality and scholarly value (if any) of the record(s) / item(s) in question.
  2. With the advisement of the “Historic Preservation Specialist(s)”, if the records are determined to be of historical value, the *Records Manager*, in conjunction with the *Municipal Clerk*, will formally request preservation and conservation.
  3. Pending historic preservation / conservation, the *Records Manager* will undertake temporary protection of the historic records / documents in an appropriate manner that will best serve to stabilize the documents pending formal and complete preservation / conservation and, (if need be) restoration of the same.

**All official municipal documents and records are the property of the City of Camden. Consequently, it will be considered as theft of municipal property if any municipal documents and/or records are found to have been improperly removed or are in a state of unauthorized possession by an individual, groups or organizations outside of those officially sanctioned as City of Camden agencies and/or entities – in which case, the policies and procedures as outlined herein may fully apply.**

## J. Informational Exchanges And / Or Release of Municipal Records And / Or Documents

All informational exchanges and/or releases must fall into one or more of the following guidelines:

- 1) **Definition of Municipal Records.** Any and all information stored and accessed via the official municipal document imaging system and / or hard copy, electronic media or in any format as defined within “Destruction of Public Records Law (1953)” is to be regarded as city property and consequently, subject to OPRA (Open Public Records Act) requests (N.J.S.A. 47:1A-1.1).
- 2) **E-mail.** E-mail is also regarded as municipal property and consequently is subject to OPRA as well as the regulations contained herein in accordance with the New Jersey Division of Archival Records Management and shall be subject to review and determination by the **Records Review Committee** (please see section G.: *Role of the Records Review Committee*) and will be enforced in accordance with N.J.S.A. 47:3-16.

- 3) **Electronic Media.** This definition is inclusive of *any and all* electronic records to be part and parcel of the purview of these Policies and Procedures regulatory oversight.
- 4) **Code of Confidentiality.** Although all records of the City of Camden are public information (with the exception of law enforcement records involved in active investigations, legal documents involved in active litigation and/or private information involving employees personal identification) any and all documentation stored on the system must be protected as per defined within these *Policies and Procedures* and released only through duly authorized means and only after due process, review and approval of the **Records Review Committee** (please see section G.: *Role of the Records Review Committee*).
- 5) **Duly Authorized Means of Records / Documentation Release.** The following are the only authorized means of releasing records and documentation outside of conducting services during the course of day to day governmental operation:
  - i. OPRA requests (as defined by OPRA as a public record / document).
  - ii. Information released through subpoena and/or in response to a legal request

## **II. PROTOCOLS OF DOCUMENT IMAGING**

### **A. General Overview**

Effective document imaging occurs (in part) when electronic files directly mimic the organizational structure of hard copy / paper files. Consequently, it shall be the requirement of every department / entity, in conjunction with the **Records Management Committee** (please section H: *“Role of the Records Management Committee”*), to develop and design **templates** which are to be stored on the menu options of the scanner / copier systems accessing the document imaging system.

### **B. Role of the Filer**

For purpose of this policies and procedures guideline, it is to be noted that the title of *“Filer”* is utilized for illustrative purposes; this is **not** intended as a civil service job title, but rather is used to describe a specific set of duties similar to the physical filing of hard copy / files / records / documents.

The role of the *Filer* is specifically defined as being the individual responsible for a specific department / municipal entity of any and all materials document imaged. The *Filer* shall:

- 1) **Conducting Reviews.** Review any and all materials scanned on a regular basis to insure that material scanned is clear with no obstructions or unnecessary material clouding or blocking any word, text or picture contained within any given scanned document(s) and/or record(s);
- 2) **Creating and Maintaining Indexes.** All material scanned is *indexed* and stored within the document imaging system according to a predetermined and logical protocol enabling future retrieval. In this case, to *‘index’* is to assign the specific location of each and every document and record as it relates to other documents and records contained within any given department / municipal entities’ overall records.

- 3) **Quality Control.** It is the ultimate responsibility of the *Filer* that all documents and records converted into electronic format are scanned to the highest quality and are stored in the appropriate and predetermined file location / indices.

### C. Role of the Scanner

For purpose of this policies and procedures guideline, it is to be noted that the title of “*Scanner*” is utilized for illustrative purposes; this is **not** intended as a civil service job title, but rather is used to describe a specific set of duties similar to the physical filing of hard copy / files / records / documents.

The role of the *Scanner* is specifically defined as being the individual(s) responsible for scanning / converting to electronic format on behalf of a given a specific department / municipal entity; this may involve more than one scanner per municipal entity / department and will adhere to the following requirements:

- 1) **Quality Control.** The *scanner(s)* will review that any and all materials scanned is clear with no obstructions or unnecessary material clouding or blacking any word, text or picture contained within any given scanned document(s) and/or record(s);
- 2) **Conducting Proper Indexing Protocols.** The *scanner(s)* will insure that all material scanned is indexed and stored within the official document imaging system according to a predetermined and logical protocol enabling ready and efficient future retrieval.
  - a. In this case, to ‘*file*’ is to assign the specific location of each and every document and record as it relates to other documents and records contained within any given department / municipal entities total records.
  - b. All *scanners* will coordinate their activities with their municipal department / entity *Filer* to insure proper indexing.
- 3) **Utilizing Existing Templates.** The *scanner(s)* shall follow through and employ pre-designed *templates* whenever and wherever possible. Upon encountering uncertainty as to the appropriate *index* of a given document or record(s), the scanner(s) shall immediately consult with their assigned municipal departmental / entity *Filer* for confirmation and/or instruction.

### D. Structured, Unstructured Documentation and Special Tasks

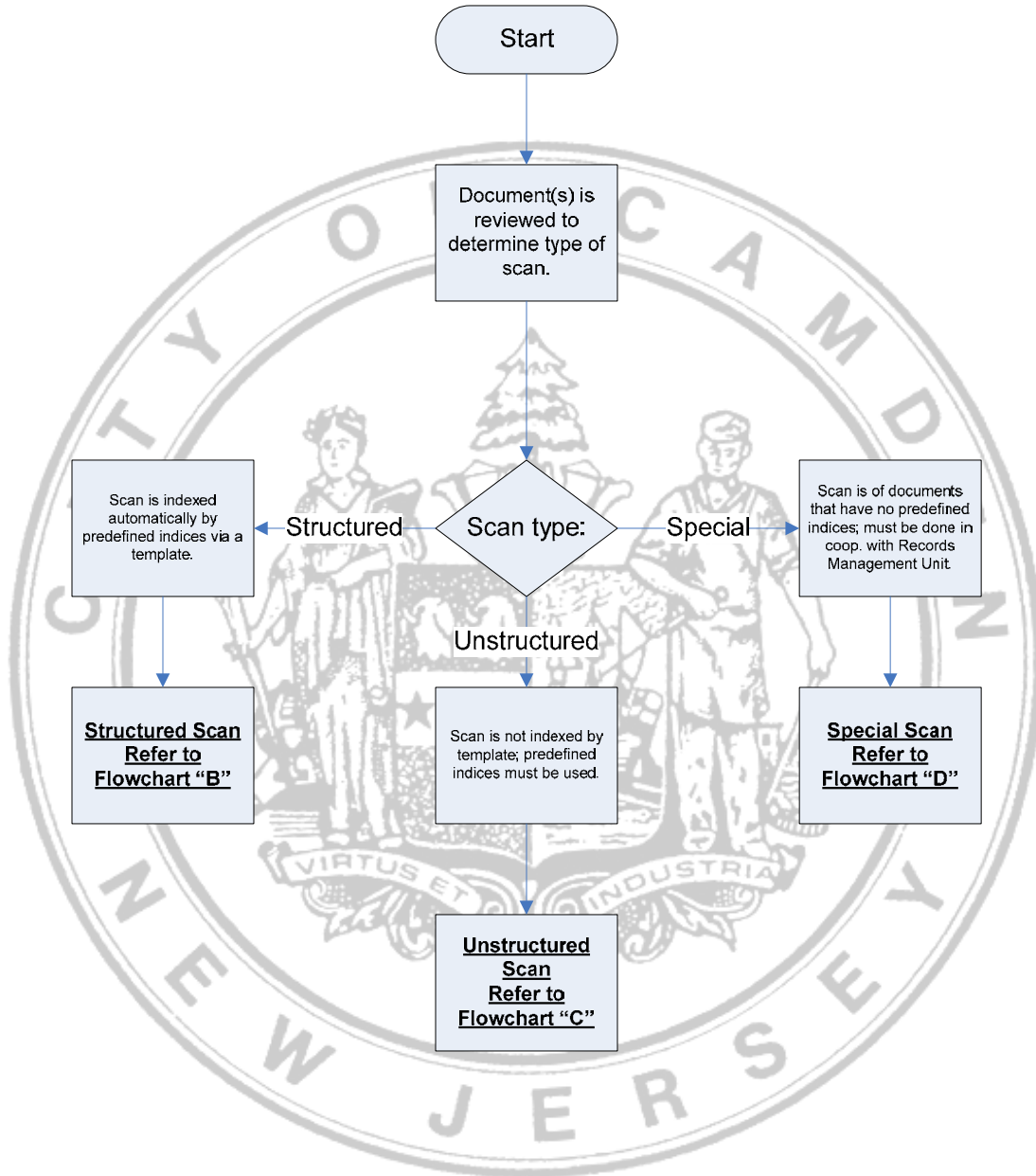
Within the realm of document imaging, documentation / records fall into three primary category types: 1) *structured*, 2) *unstructured* and 3) *special tasks*. It shall be the role of the *Filer* to determine which of these categories shall apply to the records / documentation at hand. For purposes of these policies and procedures guidelines, we shall define the three (3) types of records / documentation:

- 1) **Structured documentation** consists of *templates* which are specifically designed by, with and for each and every municipal department / entity with input and reference to the **Records Management Committee** and with approval from the **Records Manager** for inclusion into the *Template Catalog* that shall be maintained by the **Records Manager** (see section “I. General Policies, D. Purview of the Records Manager, 5) *Template Catalog*”).
  - a. All *templates* shall be appropriately indexed in a manner consistent and reflective of how hard copy files are regularly maintained and referenced and shall conform to a pre-determined design meeting a need as so defined by the municipal departmental / entity *Filer*.

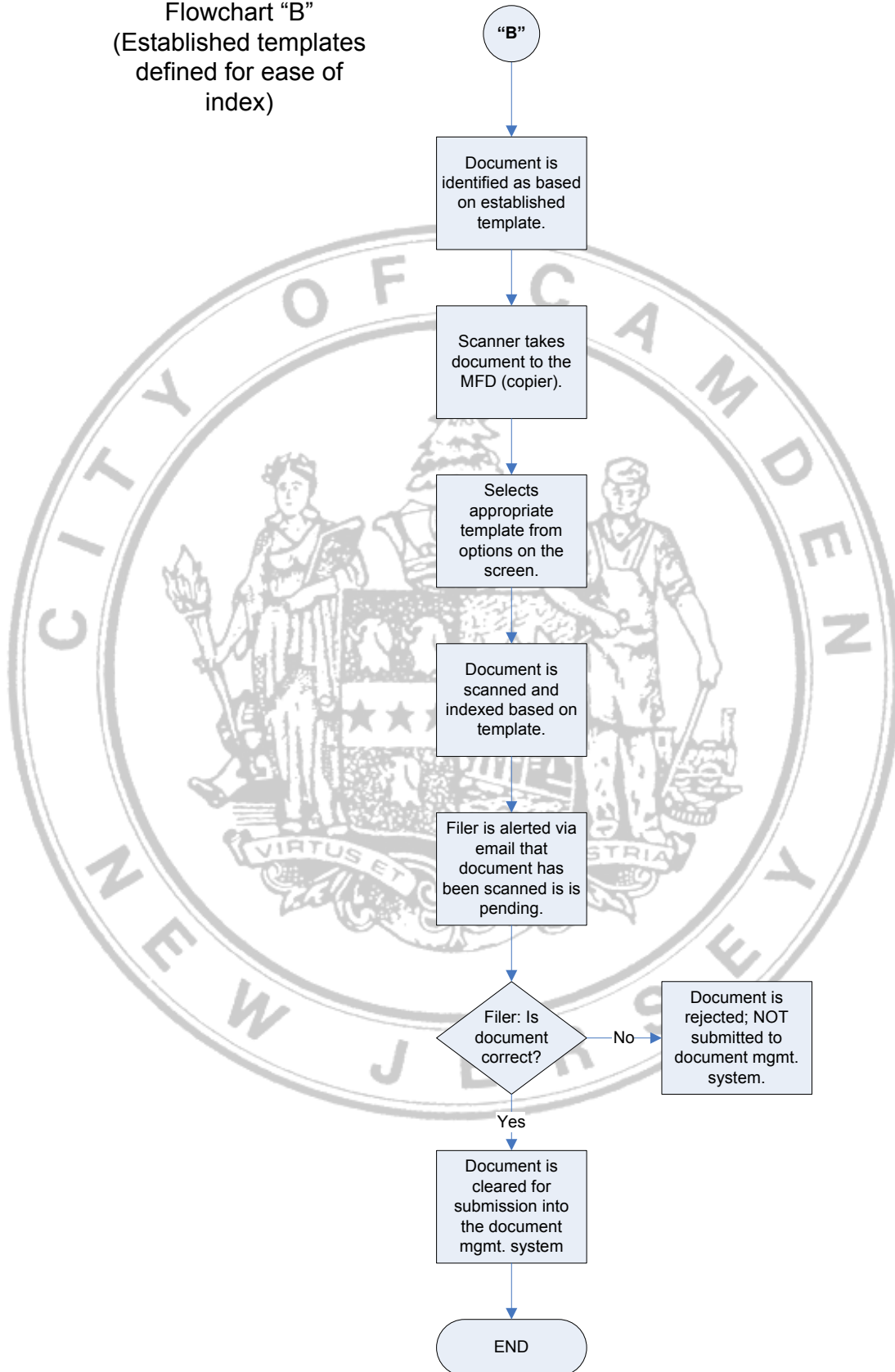
- b. The role of the *Filer* is to enforce the structure and disposition of the *templates* as well as the *Index* for their respective municipal department / entity.
  - c. *Scanner(s)* adhere to the utilization of the municipal department / entities *Index* structure and the pre-designed *templates*.
- 2) **Unstructured documentation** consists of miscellaneous documentation that may either require the creation of their individual file folders upon demand (which would require the direct input of the *Filer*) and / or the creation of new folders specifically set aside for the task at hand.
- a. Unstructured documents do not, by definition, utilize *templates*, but regardless are to be referenced and stored within the context of predefined indices within the document imaging system.
- 3) **Special Tasks** – i.e., specifically defined tasks that may (as an example) involve the scanning of large scale file folders, caseloads or general assignments prior to long-term storage.
- a. *Special Tasks* would consequently require the direct supervision / oversight of the *Filer* as well as assistance / input / supervision from the *Records Management Unit*.
  - b. *Special Tasks* are to employ the appropriate indices that are not yet defined upon time of inclusion of records and documents into document imaging system, and hence must require close supervision of the *Filer*.

**The flow charts on the following pages illustrate the procedures involved:**

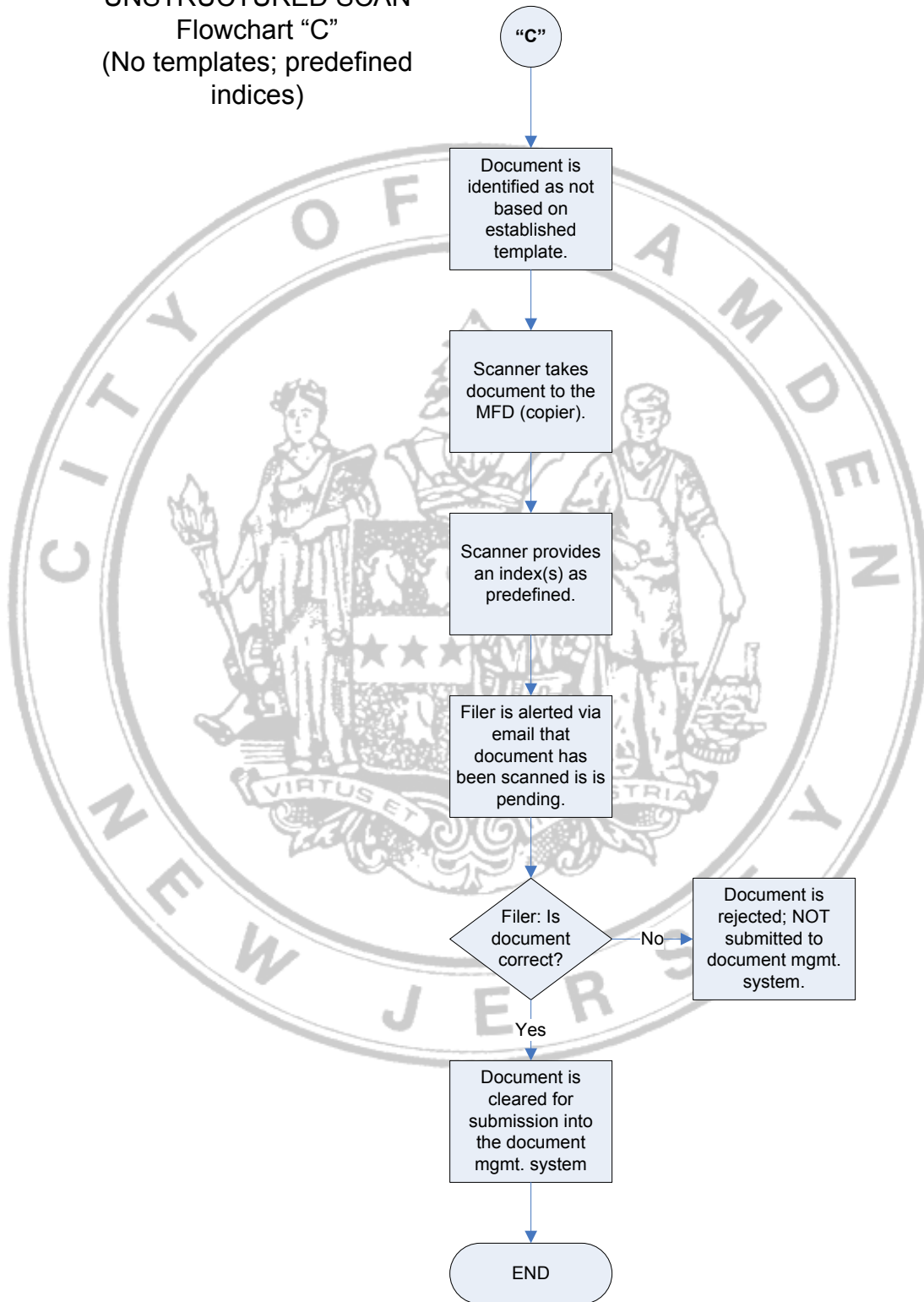
## SCANNING PROCEDURE Flowchart "A"



STRUCTURED SCAN  
Flowchart "B"  
(Established templates  
defined for ease of  
index)

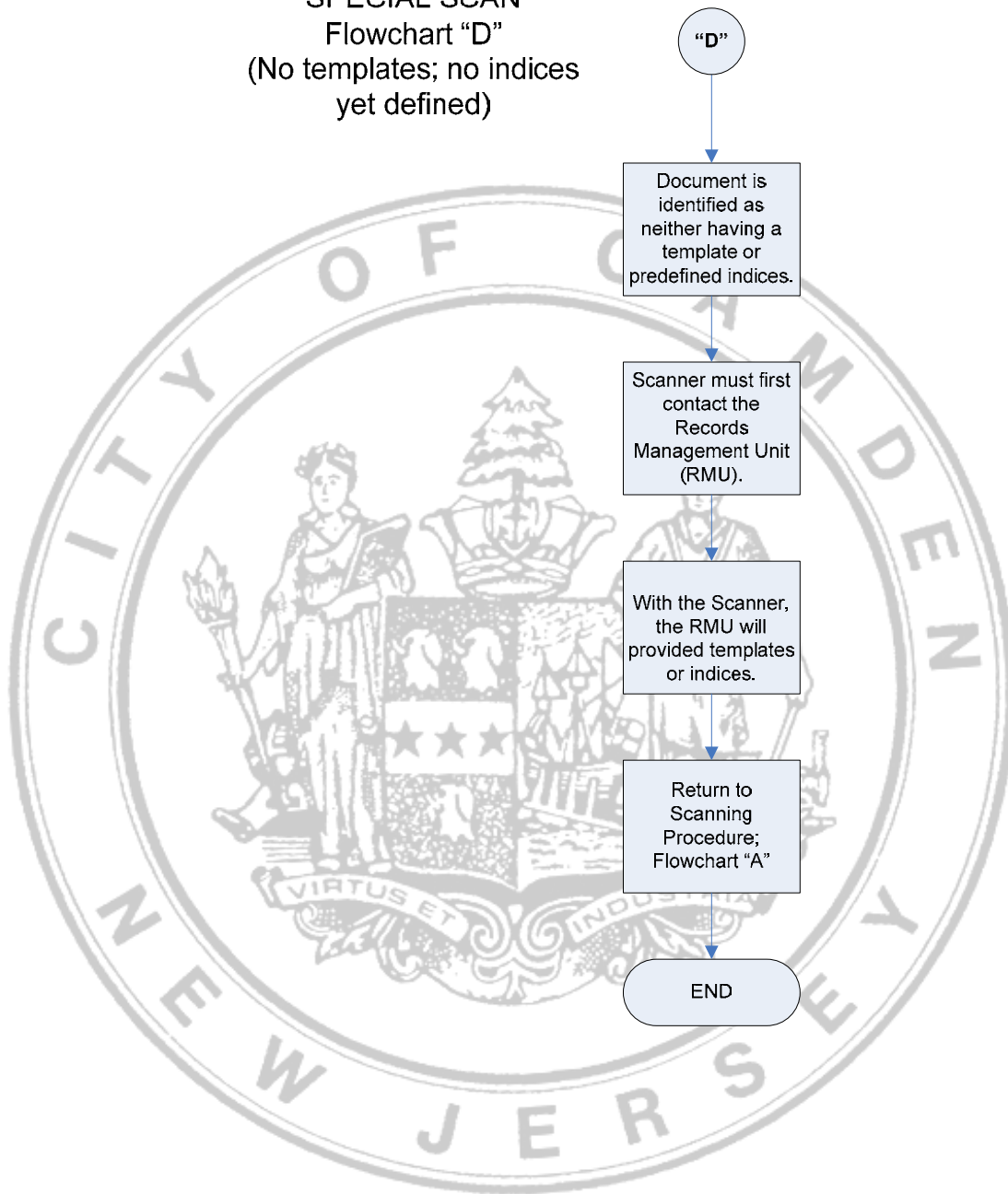


UNSTRUCTURED SCAN  
Flowchart "C"  
(No templates; predefined indices)





SPECIAL SCAN  
Flowchart "D"  
(No templates; no indices  
yet defined)



## E. Scanning Procedures

Scanning procedures consists of three stages in the following order:

- 1) *Initial Stage*;
- 2) *Specific Scanning Procedures* and
- 3) *Post Scanning Services*.

1) **Initial Stage.** The first step for each department is to review the files to be scanned and to determine the appropriate agency number, record series number and retention period. Documents should be placed in the appropriate order with duplications removed - along with staples and paper clips - prior to scanning.

a. **Large Scale Documents / Maps / Plans** – should be properly stored so that they can be retained pending their being scanned. *Maps and plans created after June 9, 2005 are, however, subject to the provisions of the City of Camden Municipal Ordinance MC-4068, “Ordinance Establishing Standard for the Electronic Submission of Maps and Other Documents in a Digital Format”*; for these maps and plans the following shall take place:

i. **Maps and plans** must be submitted by the originating party in the appropriate electronic copy format (as described in MC-4068) to the attention of the responsible municipal department / entity.

1. The responsible municipal department / entity, upon receipt of the electronic copy, shall:

a. Immediately notify the *Records Manager*, and:

b. Under the *Records Manager’s* supervision, save / load the electronic copy onto the city’s official document imaging system.

c. Electronic copies of plans and/or maps submitted by outside vendors are **not** to be utilized as substitutes for the original plans and/or maps; additionally, all electronic plans and/or maps submitted to the City of Camden by outside entities will be noted in the lower left hand corner with the watermark of “*For Reference Only*”.

d. Only plans and/or maps scanned onto the certified and official document imaging system of the City of Camden will be considered as official maps and/or plans.

i. For plans and/or maps scanned onto the official municipal certified system, both the raised seal and the signatories **must be clearly noted**.

2) **Specific Scanning Procedures.** To start scanning, the *scanner* shall click on the “Scanner button” and undertake the following steps:

1. Press the “Java Script” Key that appears on the screen.

2. The *scanner* will log in by typing in their user name as it appears within the city’s e-mail.

3. The *scanner* will then type in their password as they would type in to access their city e-mail.
4. Depending upon the office for which the scanning is being done, the scanning unit may have one or more office units / subdivisions / Divisions; the *scanner* shall click on the appropriate key for which office unit / subdivision / Divisions they are about to scan for.
5. At this point, the *scanner* will see keys for the appropriate forms to scan in; the *scanner* must then click on the appropriate scan button for the document which they are scanning onto the document imaging system.
6. The *scanner* may be asked to fill in the blanks for the form; if so, they are to click on the button and a typewriter screen will appear and fill in the information. Upon doing so, the scanner will then press the "OK" button in the lower right hand side.
7. When finished (and the information is entered correctly) the *scanner* will then feed the document(s) into the copier/scanner feeder tray and hit the "Scan" button.
8. The system will indicate "Scan Is Complete" when finished. At this point, the *scanner* will take the document and either:
  - i. File and return to it's appropriate location or;
  - ii. Place the document into the appropriate storage box for either records retention or records destruction.
9. When finished scanning, the scanner must press the "Exit" button and then "Logout".
  - a. For quality control, *scanners* must view each image as it is scanned on the screen to ensure that each image is readable.
  - b. Filers are to concur with any and scans that take place to insure that
    - i. The document or documents reside in the appropriate predetermined file location and;
    - ii. That all documents (or document) are/is scanned at the highest quality to insure clear review and future retrieval. **It is the ultimate responsibility of the *Filer* that all documents are adhered to the highest quality and are stored in the appropriate and predetermined file location within the appropriate referenced index.**
    - iii. *Scanners* can then exit the scanning window and start the entire procedure over or they can select the "new document button" to start scanning a new document.
    - iv. The *Filer* shall, upon receiving notification from the document imaging system, review said documents prior to submission of the scanned documents / records into the appropriate Index / files.

- 3) **Post Scanning Services** - all records shall then be subject to the appropriate *records Destruction or Retention* procedure (see section “*I. General Policies, B. Records Destruction or Retention Procedure*”). At this point in the process, all municipal departmental / entities are then responsible for undertaking *one* of the following actions:
  1. **If the records are to be destroyed**, then they must be destroyed in accordance to the procedures outlined in accordance to the procedures herein, “***I. General Policies, B. Records Destruction or Retention Procedure***”, beginning with submission of a ***Request and Authorization for Records Disposal*** submitted to the attention of the *Records Manager*.
  2. **If the records are to be retained**, then they must be retained in accordance to the procedures herein, “***I. General Policies, B. Records Destruction or Retention Procedure***” and a completed ***Request for Records Retention*** submitted to the attention of the *Records Manager*.

#### **F. Disaster Recovery Procedures**

It is the stated policy as part of the City of Camden’s document imaging system all files / records / documents stored on the document imaging are automatically “mirrored” / replicated on a regular and routine basis at a predetermined site located out of the state of New Jersey and away from the Delaware Valley region in a manner compliant with U.S. FEMA (Federal Emergency Management Agency) data protection requirements.

If, in the event of (an) unforeseen occurrence(s) / Act(s) of God(s) / *force majeure* and the document imaging system located in Camden City Hall is rendered inoperable and/or inaccessible, then the following steps shall take place:

- 1) The *Records Manager* and/or senior *MIS staff* or authorized personnel (please see *I. General Policies, D. Purview of the Records Manager 2. Administration*) will first attempt to reactivate and/or access the document imaging system physically located at Camden City Hall, 520 Market Street, Camden, New Jersey.
- 2) If said system is non-functioning or is rendered useless, or if the site is considered inaccessible, then the *Records Manager* will redirect access of the records remotely through to an pre-determined outside municipal entity, where a physical workstation / service will then access data stored remotely.
- 3) The procedures and command routines as well as the outside municipal entity identified as the mirror / back-up site for the City of Camden’s document imaging system have been documented and are on record within the *Office of the Municipal Clerk / Records Management Unit* and can be produced on demand with written authorization from the appropriate agency / entity requesting said information, but for purposes of system integrity and security are not to be included within these policies and procedures. *Suffice to say that for purposes of certification, the State of New Jersey will have designated (by the very act of certification) the City of Camden’s document imaging system to be in full compliance with mandated state regulations as it relates to Disaster Recovery Procedures.*

### **III. MUNICIPAL RECORDS RETENTION SCHEDULES**

Without exception, all departments / entities listed below are to follow the policies and procedures as described herein and shall also adhere to their appropriate **Records Retention Schedule** and by referencing their appropriate schedules listed below utilize the procedures as so previously described in “I. General Policies, C. Records Destruction and Retention Procedure” of this policies and procedure guideline. Relevant records retention schedule information can be readily accessed via the World Wide Web / Internet at the *New Jersey Division of Archives and Records Management* website: <http://www.state.nj.us/state/darm/links/retention.html>

Once arriving at the *New Jersey Division of Archive and Records Management* website, users can then either reference the website for the appropriate schedule number or, if viewing this document electronically, can simply left click on the appropriate schedule number and go directly to their proper records retention schedule:

<b>Department / Office / Bureau</b>	<b>Schedule #</b>	<b>Schedule #</b>	<b>Schedule #</b>
ABC Board	<a href="#">M200000-904</a>		
Administration	<a href="#">M100000-905</a>		
Affirmative Action Office	<a href="#">M100000-905</a>		
Assessor's Office	<a href="#">M120000-901</a>	<a href="#">M100000-905</a>	
Building Bureau	<a href="#">M190000-902</a>	<a href="#">C400000-999</a>	<a href="#">M100000-905</a>
City Council	<a href="#">M100000-905</a>		
City Properties	<a href="#">M500000-999</a>	<a href="#">M140000-001</a>	<a href="#">M100000-905</a>
Code Enforcement	<a href="#">M190000-902</a>	<a href="#">C400000-999</a>	<a href="#">M100000-905</a>
Code Enforcement Inspection Unit	<a href="#">M190000-902</a>	<a href="#">C400000-999</a>	<a href="#">M100000-905</a>
Development and Planning	<a href="#">M500000-999</a>	<a href="#">M140000-001</a>	<a href="#">M100000-905</a>
Finance	<a href="#">M160000-903</a>	<a href="#">M100000-905</a>	
Fire	<a href="#">M180000-999</a>		
Fleet Management	<a href="#">M100000-905</a>		
GIS	<a href="#">C910000-903</a>	<a href="#">M100000-905</a>	
Grants Management	<a href="#">M100000-905</a>		
Health and Human Services	<a href="#">C420000-999</a>	<a href="#">M100000-905</a>	
Law Department	<a href="#">M150000-999</a>		
Library	<a href="#">C600000-903</a>	<a href="#">M100000-905</a>	
Mayor's Office	<a href="#">M100000-905</a>		
MIS	<a href="#">M100000-905</a>		
Municipal Clerk	<a href="#">M200000-904</a>		
Municipal Prosecutor's Office	<a href="#">M170000-001</a>		
Office of Emergency Management	<a href="#">C500000-002</a>	<a href="#">M100000-905</a>	
Payroll	<a href="#">M100000-905</a>		
Personnel Office	<a href="#">M100000-905</a>		
Police	<a href="#">M900000-904</a>		
Planning & Zoning Board	<a href="#">M140000-001</a>	<a href="#">M100000-905</a>	
Public Works	<a href="#">C960000-901</a>	<a href="#">C910000-903</a>	<a href="#">M100000-905</a>
Purchasing	<a href="#">M100000-905</a>		
Risk Management	<a href="#">M210000-001</a>	<a href="#">M100000-905</a>	
Tax Collector's Office	<a href="#">M160000-903</a>	<a href="#">M100000-905</a>	
Telecommunications	<a href="#">M100000-905</a>		
Weights and Measures	<a href="#">C400000-999</a>	<a href="#">M100000-905</a>	

#### **IV. APPENDIX**

**Sample items included within this section:**

*Request and Authorization for Records Disposal form*

*Records Retention Request form*

*City of Camden Municipal Ordinance 4068, "Ordinance Establishing Standard for the Electronic Submission of Maps and Other Documents in a Digital Format"*

*Correspondence from the State of New Jersey Attorney General's Office, dated December 9<sup>th</sup>, 2005 regarding document imaging for law enforcement entities within the State of New Jersey.*

City of Camden Website:

<http://www.ci.camden.nj.us/city/clerk.html>

New Jersey Division of Archive and Records Management website:

<http://www.state.nj.us/state/darm/links/retention.html>

