

# Guidelines for Records Manager

## Montana State Records Committee (per MCA 2-6-1107)

### Qualifications:

- 4+ years related experience
- Bachelor's Degree or higher
- *Or an equivalent combination of education and experience*
  - *May include Records Management training from a trusted source (see resource listing below for appropriate professional organizations)*

### Role of Records Management:

A Records Manager is responsible for the effective management of the information that is received and generated by an agency. Information is at the center of everything an agency does, how it manages this information can directly affect its ability to operate efficiently.

Records management, defined as the systematic control of all business-related documents throughout their life cycle, is a vital component of successful business practice. Record managers are employed to organize, maintain and protect a company's information database, in both paper and electronic forms. The aim is to achieve a structured, efficient and user friendly system, resulting in effective and economical management of the agency's operations. Effective records management ensures that the information needed is retrievable, authentic, and accurate.

Documents include all forms of recorded information, such as: correspondence, computer data, files, financial statements, manuscripts, moving images, publications, photographs, sound recordings, drawings, or other material bearing upon the activities and functions of the agency, its officers, and employees. A document becomes a record when it is placed in an organized filing system for use as evidence or information. It becomes archival when transferred to a repository for preservation and research use.

Records managers must be dedicated to and proficient in methods of document use, storage, organization and protection. Patience and a methodical, logical approach to work are prerequisites for this role. Tasks include storing, monitoring and maintaining records, developing and updating methods of classification and ensuring compliance with state/federal laws.

### Skills and qualities:

- coordinate all aspects of the agency records management function in accordance with procedures prescribed by the secretary of state and the state records committee
- Good communication and interpersonal skills combined with the ability to work with a diverse group of people.

- Ability to anticipate changing demands for use of information.
- Excellent research and organizational skills.
- Commitment to professional development.
- Curiosity and an eye for detail.
- Knowledge of industry specific software.
- Good negotiation skills.
- An analytical mind.
- Working knowledge of current legislation regarding data protection and freedom of information.

**Typical activities performed by the Record Manager:**

- devising and ensuring the implementation of retention and disposal schedules;
- develop and maintain the RM-related policies, procedures, and guidelines for users
- define and maintain process for regular monitoring and inspection of business/user adherence to RM program requirements
- analyze records inventory data and examine and compare all inventories within the agency to minimize duplication of records;
- review and approve records disposal requests for submission to the retention and disposition subcommittee;
- review established records retention schedules to ensure they are complete and current and make recommendations to the secretary of state and the state records committee regarding minimal retentions for all copies of public records within the agency;
- incorporate records management requirements into the agency information technology plan;
- storing, arranging, indexing and classifying records;
- facilitating the development of filing systems, and maintaining these to meet administrative, legal and financial requirements;
- overseeing the management of electronic and/or paper-based information;
- designing, setting up, maintaining, reviewing and documenting records systems;
- identifying the most appropriate records management resources;
- advising on and implementing new records management policies and classification systems;
- ensure that all agency employees receive appropriate and ongoing records management training;
- providing a policy framework to guide staff in the management of their records and use of the employer's records system;
- ensuring compliance with relevant laws/regulations;
- standardizing information sources throughout an agency;
- managing the changeover from paper to electronic records management systems;
- preserving memory and heritage;

- resolving problems with information management by effective use of software and other information management resources;
- enabling appropriate access to information;
- responding to internal and/or external information enquiries;
- advising on complex legal and regulatory issues, often involving difficult judgements in controversial areas such as the Freedom of Information Act and other national or regional legislation;
- assist in discovery event activities
- managing and monitoring budgets and resources;
- training and supervising records staff;
- advising staff in other departments on the management of their records and information.

### **Sources for Training :**

- ARMA Professional Development
  - Essentials of Generally Accepted Recording Principles Certificate Program <http://www.arma.org/r1/professional-development/certificate-programs/essentials-of-the-generally-accepted-recordkeeping-principles-certificate>
  - Essential of RIM Certificate program <http://www.arma.org/r1/professional-development/certificate-programs/essentials-of-rim-certificate>
- NAGARA Professional Development
  - Government Archives and Records Administration Certificate [http://nagara.org/content.php?page=Local Government Archives and Records Administration Certificate Program](http://nagara.org/content.php?page=Local_Government_Archives_and_Records_Administration_Certificate_Program)
- AIIM Training
  - Certified Information Professional <http://www.aiim.org/Training/Certificate-Courses>
- Records Management Certificate, online via Helena College-University of Montana
  - <http://www.ed2go.com/career/training-programs/records-management-instructor?Category=business-professional>