RECORDS MANAGEMENT
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Chapter 1

Records Management

Information Growth

- The information age
- New information generated daily
  - Newspapers
  - Radio and television
  - Internet pages, electronic mail, and blogs
  - Phone calls
- Organizing information is a challenge

Records Management

- ## Management
  - – Using resources to achieve specific goals
  - – Planning, organizing, leading, and controlling

- ## Records management
  - – Control of all records through the record life cycle
  - – Also known as records and information management (RIM)

Records

- ## Definition of record

  - Stored information, regardless of media or characteristics

  - Made or received by an organization

  - Provides evidence of operations and has continuing value

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Computer data is a common record form.

Records Classification

- By use
  - Transaction documents
  - Reference documents

- By place of use
  - Internal records
  - External records

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Records are often discussed in meetings.

- By value to the organization

– Vital records	– Useful records
– Important records	– Nonessential records

Why Records Are Used

- To serve as the memory of a business
- To document transactions
- To document compliance with laws and regulations

Records Values

- Administrative   Records that help employees perform office operations

- Legal   Records that provide evidence of business transactions

- Historical   Records that document the organization's operations

History of Records Management

- Early records

- Trends in records management
  - Electronic records
  - Electronic mail
  - Document imaging
  - Internet and e-commerce
  - Electronic file transfer and data interchange
 - Enterprise content management

Legal Considerations

- Legislation
  - Protects individuals' rights to privacy
  - Regulates the public's access to information

- Records managers' roles
  - Implementing laws and regulations
  - Handling compliance issues

Records Management Functions

- Planning—establishing goals or objectives
- Organizing—arranging the tasks, people, and other resources to meet goals
- Controlling—measuring how well goals have been met
- Leading—training, supervising, and motivating

Record and Information Life Cycle
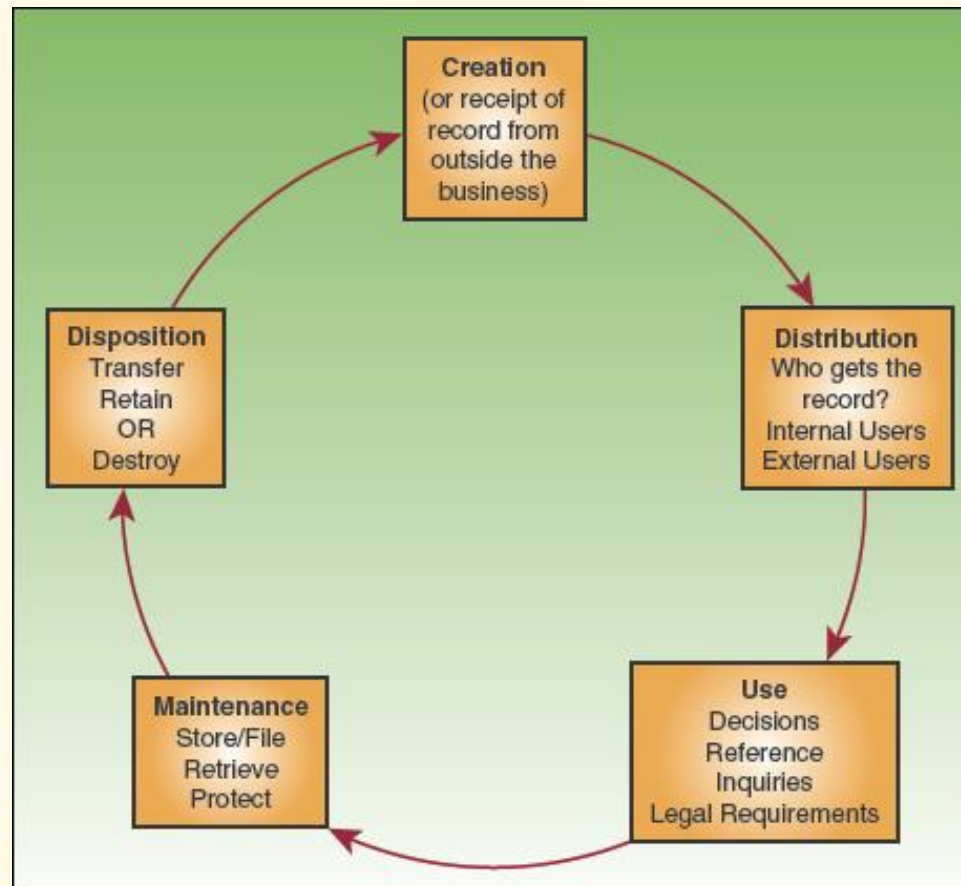
Programs for Managing Records

- Program features
  - Well-defined goals
  - Efficient procedures for managing each stage in the record life cycle
  - A simple, sound organizational plan
  - A well-trained staff

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A well-trained staff is important to a records management program.

Problems in Records Systems

- Management
  - No plan for managing, retaining, or destroying records
  - No standards for evaluating workers

- Human problems
  - Lack of concern about the importance of records
  - Hoarding of records
  - Poorly trained workers

Problems in Records Systems

- Insufficient filing procedures
  - Poorly labeled drawers and folders
  - Records removed from files without proper authorization
- Poor use of equipment
- Inefficient use of space
  - Crowded conditions
  - Poor layout
- Excessive records management costs

Professional Organizations

- ARMA International
  - An important professional group for records managers
  - Promotes RIM educational programs
- AIIM
- AHIMA