**Public Records Committee (PRC)**

Chinook Building, Room 115

April 24th, 2017

3:30-4:30 pm

**Attendance:** Below are the attendees of the meeting:

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| **Organization** | **Name** |
|  |  **Staff** |
| Adult & Juvenile Detention | Andrea Williams |
| Archives, Records Management and Mail Services  | Deb Kennedy (Secretary), Gail Snow, Carol Shenk |
| Assessor’s Office |  |
| Community & Human Services | Amber Hebert (Phone) |
| Department of Public Defense |  |
| District Court |  |
| Elections |  |
| Executive Services | Danielle Lucero |
| Executive Services: ORMS | Shelby Miklethun (phone) |
| Executive Services: Records & Licensing Services | Norm Alberg (Chair) |
| Information Technology (KCIT) |  |
| Judicial Administration |  |
| KC Council |  |
| Natural Resources & Parks | Cynthia Hernandez |
| Office of the Executive |  |
| Permitting & Environmental Review | Kim Laymen (phone) |
| Prosecuting Attorney |  |
| Public Defense |  |
| Public Health |  |
| Risk Management Services, Executive |  |
| Sheriff’s Office | Kimberly Petty / Sara Fitzgibbons  |
| Superior Court |  |
| Transportation |  |

1. Introductions

Chair, Norm Alberg, called the meeting to order at 3:33pm. All present introduced themselves by name and the office they represent. Kim Laymen (DPER), Amber Hebert (DCHS), Malinda You (Superior Court), and Shelby Miklethun (DES – Public Records Officer) attended via phone.

1. Approval of Minutes

Cynthia Hernandez moved to have the minutes of the March 13, 2017, meeting approved as written. Kim Laymen seconded the motion and the minutes were unanimously approved.

1. Records Management Updates
2. Page Freezer update: Gail Snow began by updating the committee on recent changes made to PageFreezer. Gail explained that PageFreezer is the external software program the County uses to capture and retain all of its web pages including social media platforms such as Facebook, Twitter, and Instagram. Gail read from the informational memo sent out from PageFreezer to clients. The information on the memo includes the following:

Facebook: Facebook Events: posts, comments and members of events pages are not accessible by PageFreezer anymore; Facebook Groups: group member and user details have been removed from feeds, posts, albums, and videos

Instagram: Likes and avatar images of people that comment on your photos are not accessible *anymore*. However, we can still capture the text of the comments and the username of people that leave comments on your photos.

There was general agreement among committee members that to everyone’s knowledge there is no County agency currently using these platforms in a manner that would be affected by these changes.

1. Records and Information Manager absence: Gail informed the Public Records Committee that she will be out for an extended period of time, May 7th-June18th and if anyone needs assistance or has questions they should contact the records management help line at records.management@kingcounty.gov or 477-6889. If the Records Analysts are unable to help with the question, folks are asked to contact Cynthia who will be helping the Records Management Program out in Gail’s absence, or to contact Deb Kennedy.
2. New RM Newsletter: Gail introduced to the committee the RM Newsletter, now called “RM News” and is available to all King County Employees by subscription. The newsletter often offers valuable information useful for *all* King County employees. Any King County employee who would like to subscribe can sign up through the Records Management website main page: <https://www.kingcounty.gov/recordsmanagement>
3. RM Month: Gail offered a “thank you” to all committee members who participated in Records Management Month activities. While the events are over, the scavenger hunt, intended to help familiarize county employees with the new RM website, is still happening. It will last until the end of the month. Rules and questions are on the RM website: <https://www.kingcounty.gov/depts/records-licensing/records-management/rm-month.aspx>

Gail then introduced the highlight of the 2018 Records Management Month - the Proclamation that April is now officially Records Management Month in King County, as formally executed by King County Executive Dow Constantine. Norm proceeded to read the Proclamation in its entirety.

Cynthia asked who the RM Newsletter was currently being distributed to and Gail replied to KC ERMS users. Cynthia asked if the PRC was on the list and Gail responded that PRC members also should be receiving it. Deb added that with the new subscription feature, the newsletter now circulated through GovDelivery. Cynthia asked if there is a link to view it online and Gail confirmed it is accessible on the RM website main page. Gail also noted that the newsletter is now published on a quarterly basis.

1. KCIT Plan Review Committee

Deb Kennedy began by stating that as committee members are aware, one of the ongoing PRC work plan items is to better coordinate and communicate with KCIT in order to bring records management considerations into early stages of project planning for IT changes, new products, or technology implementations around the county. Deb explained that a positive sign of progress has been made on this front as she and Gail had recently been asked to participate on the KCIT Plan Review Committee. The purpose of the committee is to review planned and/or ongoing county IT projects. Gail and Deb will participate by providing a Records Management perspective with feedback, input, and review on committee items discussed, and provide periodic updates to the PRC. Deb indicated that they both look forward to the ongoing conversation that will arise from participation.

1. Work Plan

Legal Hold: Shelby Miklethun gave Stephanie Santos’ update on the progress of the Legal Hold Policy revision explaining that there have recently been about 35 holds added to the legal hold list from various County agencies bringing the total to about 80 holds. Shelby added that there has been an additional complication with developing a legal hold process in that the team had been received multiple communications in the Office of Risk Management Services regarding County employees receiving “Preservation Notices” in lieu of an official hold request. Stephanie said that she is following up with Jessica Kozma in the Prosecuting Attorney’s Office (PAO) regarding the terminology and what action to take. Stephanie is also following up with Tyler Entrekin regarding “confidential” records. Cynthia added that the current holds list is now on the [PRC SharePoint Site](https://kc1-portal5.sharepoint.com/records/SitePages/Home.aspx?RootFolder=%2Frecords%2FShared%20Documents%2FLegal%20Holds&FolderCTID=0x0120003AEE0DC246DF11499B8A284CB91A16CA&View=%7B7245D532%2D8F4D%2D46E5%2DA544%2DEBADBDF8914B%7D). Amber added that she will follow up with DCHS on this issue, as there may be some additional new holds with that Department.

Annexations: Norm updated the committee with a report on the progress of the work on PRC guidance on records associated with Annexations. He informed members that an agreement has been reached between Regional Planning, PAO, and PRC regarding the language that will be used in the county’s inter-local Agreement template. Norm read the agreed-upon language. The main change is that the language is now clear that the county will provide copies of records to the annexing cities when requested to do so. The language is now as follows:

**2.6       RECORDS TRANSFER**

      2.6.1          The City may send a written request for records to be copied and transferred to the City to the director of any County division holding such records, or to the County’s Public Records Officer.  Alternately, the City may request a meeting between City representatives and County representatives of any County department for the purpose of reviewing and identifying records to be copied and transferred to the City by contacting the department director in writing.  The request shall provide sufficient detail to allow the County to identify and locate the specific records.  The County may elect to provide an electronic copy in lieu of a paper copy.  The County shall provide the records within a reasonable time as agreed by the Parties.

      2.6.2          If additional time is needed to produce any of the records referenced in section 2.6.1, above, the County shall inform the City of the amount of additional time needed to produce that record.  Any such record shall be provided within 45 days after the Annexation Date or as otherwise agreed by the Parties.

      2.6.3          Notwithstanding Section 2.6.1, records related to the County’s processing of vested permits pursuant to this Agreement will be provided to the City as described in Section 5.7.4 of this Agreement.

Shelby responded that the ILA language seems to indicate that requests should go to the Public Records Officer, and that this could potentially mean that she receive these and would need to identify who to route the requests to. She asked if perhaps some standard work could be created for this portion of the process. Norm clarified that “Public Records Officer” is the existing language in the template, so when there is an annexation, his assumption is that attorneys on both sides, county and city, would clarify which agencies and identify which Public Records Officers would be handling the records portion. That being said, it may not be wide-spread knowledge when there is an annexation, so if any Agency Records Officers or PRC members do hear of annexations they should let Norm know. Norm’s understanding is that the annexation preparation time is extensive enough to draft the ILA as needed, and make the necessary clarifications. Gail suggested that perhaps the PRC could again consider issuing a policy or create best practice guidelines for handling records during an annexation. Cynthia agreed that the language in the ILA is one part of it, but it is also a good idea that the committee follow up with some guidance and processes to introduce and acclimate county agencies with the new expectations. Cynthia also asked Norm who developed the language in the ILA. Norm responded that he, the Regional Planning group, and the PAO. He had worked with John Gerberding and Christy Craig on the language, however, the Regional Planning Group preferred other language and ultimately the Regional Planning group’s language was added. Deb added that this specific portion was added into a template already in use for annexations by the Regional Planning group. Cynthia then added that the ILA is used by departments, but asked if the change in language was around the provision of copies and not originals. Deb replied that yes, this change only addresses that one piece. Deb also added that the policy would also provide the opportunity to address some of the other concerns the Regional Planning group had.

Norm suggested that given annexations are few and far between, this allows time for the committee to work on playing a better role in codifying the process. Carol Shenk added that it is likely the individual annexations will not be that similar in process and requests. Norm responded that the burden, though, will always be with the city to identify records. Cynthia added that what they intend to standardize is basic, and the hope is that creating standardization will be reassuring and will reflect the ILA language as it is written. Shelby responded that this language will likely not increase the amount of records requests in the future but establishing some fundamental guidelines about providing them would be helpful. Deb said that many annexations happen without Regional Planning’s knowledge. Cynthia asked if there was a central place these always filtered through, that is, who would know about them? Perhaps someone in the Executive’s Office. Carol said she always understood the annexation process as less formal. Norm responded that it would be a surprise if no one on the committee heard of an annexation that was taking place.

1. Added Agenda Item – Public Records Request Toolkit

Cynthia at this point turned the conversation to resources available for PROs and asked Shelby for an update on the PRO toolkit she had been working on and the fee schedule for fees for providing copies of records to public records requestors, these fees soon possible under new legislation. Shelby responded that she is uncertain about the fees at this point, but that her group had worked very hard to create a toolkit for PROs to use in response to public records requests. This kit includes templates, drafts, search tools, and various forms. They have debuted these to select PROs and asked for testing, review, and feedback on the resources in the toolkit. Once Shelby has received all feedback the toolkit will go out to all PROs for use. Shelby explained this is an attempt to standardize work and records requests documentation. Shelby also wanted to let the committee know that agency staff will likely begin seeing these templates circulated in the process of completing a public records request. Norm asked what the time frame for the completion for the toolkit, and Shelby responded that they are currently in beta testing and expect it to be available for use later in the summer.

1. Added Agenda Item – New Employee Onboarding Tools

Gail let committee members know that she and Cynthia had met to discuss creating tools to help employees and supervisors comply with the new onboarding policy. They came up with two initial ideas 1) a simple infographic that explains the absolute basics of public records and records management “must knows” in King County. This guide is intended to be used by supervisors to introduce employees who will not have much contact with records to basic information, and 2) a simple infographic about all the basics of the Public Records Act. Ellie Letterman is currently working on developing these with Gail. An additional resource that Gail is working on is getting links to records management resources and information on the New Employee Onboarding (NEO) site and in other already-established resources. For example, Gail is working with KCIT to include KCERMS as one of the options in the section for new software on the KCIT software onboarding request site. As well, Cynthia is working on a FAQ that Cynthia and Gail hope will be added on the onboarding site and communicated out to groups. Cynthia is also adapting an already existing bulletin she uses for the Department of Natural Resources and Parks (DNRP) about onboarding, and has modify it to create a version for all agencies to use.

Gail added that Ryan Wadleigh is currently working on pulling metrics on the online Basic Records Management training from PeopleSoft to identify employees that have taken the course. Kim Laymen asked if there is a PeopleSoft query that other agencies can run to view their own staff. Gail replied that she believes it is specific to Records Management now, but will look into the possibility of others using it. Amber Hebert said that the Department of Community and Human Services is currently standardizing their onboarding and their understanding is that the only required element for all employees is to take the Basic Records Management course. Amber asked if the goal was to have all staff take this course. Cynthia clarified that the overall goal for the policy was to ensure that all new employees are provided the training, tools, and resources appropriate to their role as a county employee and in their specific position. Cynthia explained that not all county employees are office workers and not all county employees work with records, so the intent is to create resources to meet the minimum standard for all employees. Deb added that the Basic Records Management course meets one prong of the required information that all employees need, and the other is the Public Records Act piece. Cynthia added that the Washington State Attorney General has a video linked on their site that can fulfil the Public Records Act requirement for most employees. Shelby said that this particular video is an excellent source as it is easily accessible, fairly comprehensive, and quick. The link for this video can be found under “Lesson 2 from the following page: <http://www.atg.wa.gov/opengovernmenttraining.aspx>. It can also be found on YouTube: <https://www.youtube.com/watch?v=Gcm1tue16Qk>

1. PRC Annual Report

Deb provided an update on the Annual Report and said that she hopes to complete it no later than the end of the week, and then it will go to PRC members to vote to approve or reject. This new report is three previous reports compiled into one. Regarding the public records requests reports, Deb said she had received reports from all agency public records officers required and thanked everyone who participated.

1. Added Agenda Item - PST Files and O365 Migration

Cynthia asked the committee if anyone had issues come up with the .psts during their O365 migrations, if anyone has gone through the migration, or if anyone has sent use case to Jamie Holter. No committee member reported issues with migration, some have moved to the Outlook online. Gail asked if there was a schedule for the rollout. Shelby explained that it is a rolling schedule, and Katy Suvlu and her team are working on the .pst part of the rollout, which is a separate project on its own. Shelby added that the one thing she has noticed is that the new Exchange Online Inbox size is enormous. Cynthia added that the issue she has seen is that there are some entire divisions where staff store most, if not all emails in .psts and that the Outlook pointers to these files will be lost, and if they want to view them again, the links will have to all be restored and emails reloaded. Cynthia expressed that the hope was that when KCIT rolled these projects out they would show employees what they will see after migration and also provide information on how to manage their files through the process, but this is not being done. At this point, Shelby replied that she has been migrated but is still able to see her .psts; the links were not severed. What did not work for Shelby were shared inboxes which needed to be re-mapped. Deb volunteered to find out more information about the .pst management project.

1. Summary Takeaways
2. Gail will look into the possibility and share the PeopleSoft query for pulling Basic Records Management Reports.
3. Deb will send the Annual PRC Report to all members for their vote.
4. Shelby will share the Attorney General’s Office PRA training video to all members, also included in these minutes.
5. Deb will initiate a conversation with Katie Suvlu regarding the .pst management plan.

 Adjourn

Norm adjourned the meeting at 4:24 p.m.