

Paper records and the access-request clock

Seven checks to make sure paper files never put an access request at risk.



- ☐ 01 Map where each type of record lives: permits, planning files, council records, property files.
- ☐ 02 Time how long it takes today to find an old permit file from request to desk.
- ☐ 03 Rank record types by how often they're requested, and start with the top of the list.
- ☐ 04 Choose the fields your staff search by, such as roll number, address and permit number, and index by them.
- ☐ 05 Keep a chain of custody for every box that leaves the office.
- ☐ 06 Confirm your retention by-law before any original is destroyed.
- ☐ 07 Store the digital files where the clerk's office can search them on day one.

HOW YES, WE SCAN! HELPS

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