

**State of Florida**

# **State Records Center Handbook**



**Issue Date**

**September 2019**

**Department of State**  
State Library and Archives of Florida

Tallahassee, Florida 32399-0250  
850.245.6750

[SRCServices@dos.myflorida.com](mailto:SRCServices@dos.myflorida.com)

[info.florida.gov/records-management/](http://info.florida.gov/records-management/)

## CONTENTS

Introduction .....	3
The Florida State Records Center .....	3
Records Management Program .....	3
Why Use the State Records Center? .....	4
Security at the Records Center .....	5
Location and Contact Information .....	5
Using the Records Center.....	7
Records Management Liaison Officers .....	7
Records Retention Schedules.....	7
For More Information .....	7
Services for Paper Records .....	8
Physical Transfer .....	8
Storage Cartons.....	8
Preparing Cartons for Records .....	8
Packing .....	9
When Packing is Complete.....	9
Submitting Your Accession Work Order to the Records Center.....	10
Box Pickup.....	10
Reference Service .....	11
Agency Pickup and On-Site Reference.....	11
Refile Service.....	11
Permanent Withdrawal.....	11
Final Disposition.....	12
Non-SRC Disposal Service .....	12
After-Hours Access .....	13
Services for Microfilm Records .....	14
Physical Transfer .....	14
Documenting the Transfer .....	14
Reference Service for Microfilm Records.....	16
Return Service .....	18
Non-SRC Disposal Service .....	19
After-Hours Access .....	19
Services for Electronic Media Records .....	20
Physical Transfer .....	20
Drop Off and Pickup.....	21
After-Hours Access .....	21

## Introduction

### The Florida State Records Center

The State Records Center offers state and local government agencies low-cost storage, reference service, disposal of inactive paper records, and security microfilm and electronic media storage. The Center's primary function is to serve agency needs for inactive records maintenance and security, acting as an extension of an agency's record-keeping system. As needed, the custodial agency may retrieve or permanently withdraw records stored at the Center. The Bureau of Archives and Records Management, within the Florida Department of State, Division of Library and Information Services, operates the State Records Center.

### Records Management Program

The Records Management program offers a variety of records management services.

#### **Records Analysis**

Records Analysis staff develop and approve retention schedules, review records disposal requests for records stored in the Records Center, and provide records management assistance to state and local government agencies. They also work with archivists at the State Archives to appraise state agency records to identify those having long-term historical or archival value (generally only two to three percent of an agency's records). Records appraised as archival are transferred to the State Archives of Florida, where archivists catalog and manage the State Archives' historical records collections.

#### **Paper Records Storage**

The Records Center's storage warehouse for paper records has a storage capacity of over 250,000 cubic feet (equivalent to 16 football fields). Services include accessioning (bringing in new boxes), storage, reference service, monitoring of records eligible for disposal and disposal of inactive paper records. The Records Center will accept for storage records having a permanent retention value but, because the Records Center storage area is not environmentally controlled for temperature and humidity, the Records Center will not accept permanent records if they are in poor physical condition. Agencies storing permanent records in the Records Center will be required to inspect, with the assistance of Records Center staff, the physical condition of the records according to an established schedule to ensure the records are not deteriorating and to remove from Records Center storage those records that are found to be deteriorating

#### **Security Microfilm Storage**

The Records Center provides secure off-site storage for microfilm and microfiche at minimal cost. Services include microfilm inspection and reference service. Security microfilm is stored in a fireproof, climate-controlled vault and is protected from degradation by storage in acid-free boxes. The vault is equipped

with intrusion alarms and access is strictly limited. Security microfilm is highly effective for storage of long-term and permanent records.

### **Electronic Media Storage**

The Records Center provides secure off-site storage for electronic media such as external drives, tapes, disks and cartridges, at minimal cost. Electronic media are stored in a fireproof, climate-controlled vault that maintains optimum temperature and humidity levels. The vault is equipped with intrusion alarms and access is strictly limited. The Center provides emergency after-hours access at night and on weekends for materials stored in the Electronic Media vault.

### **After-Hours Access**

The State Records Center provides emergency after-hours access at night and on weekends for all materials stored in the Center.

In the event of a local, state or federal emergency situation, State Records Center staff will follow the direction of local authorities or Emergency Management officials, including but not limited to travel restrictions. Agencies needing access to critical or vital records during an emergency event should contact their agency COOP Director to work with the Department of State to gain access. Agencies having critical or vital electronic media backups stored for systems that are required to be kept online, or that would pose a threat to public safety during an emergency event if not kept online, may want to consider keeping an additional backup on-site so that immediate restoration can be done in the event of a system failure when the Records Center cannot provide access during an active emergency.

## **Why Use the State Records Center?**

Adequate storage for inactive records (those that have not met their retention requirements but are infrequently referenced) can be costly and difficult to provide. Many agencies respond by continually buying filing cabinets or leasing warehouse space. This is not a cost effective approach to records storage. The cost to maintain one cubic foot of records in an office environment is over \$94 annually. This includes the cost of the equipment, floor space, supplies and labor. The cost to store the same records at the Records Center is less than four dollars per year – a cost avoidance of over \$90 per cubic foot per year.

Renting warehouse space to store records has its own problems. While warehouse space is less expensive than office space, it does not normally offer shelving, security or the fire protection required for public records storage. In addition, while microfilm and electronic records take up less space than paper records, they require more stringent storage conditions which rental warehouse facilities rarely provide. All Records Center services, from storage of records to their retrieval and eventual disposal, are offered at minimal cost to state and local government agencies. For more information on public records storage facilities, please refer to Department of State publication [Public Records Center Facilities Guidelines](#).

The Total Recall™ Web Module serves as a remote access to the State Records Center inventory database and allows users to do business with the State Records Center via the

Internet. Customers can submit work orders to retrieve, refile and permanently withdraw their records as well as accession new records into the Records Center. Any agency personnel that will do business with the State Records Center must have a unique user ID and password to access Total Recall™. We require Records Management Liaison Officers (RMLOs) to set up and manage users via the Total Recall™ Web Module or provide email authorization for Records Center staff to add or remove individual users. It is important for RMLOs to carefully consider access control to their agency's records inventory and set up users accordingly. For more information on how to use Total Recall™, the Total Recall™ Training Guide is available in the Help Menu when you log in to the system.

## Security at the Records Center

The State Records Center is a secure repository, equipped with security doors and fire detection and control devices. The Center does not provide access to the facility, or the records stored, to the general public. Additional security procedures and policies in place at the Records Center include:

- All Records Center employees must undergo state and federal background checks as a condition of hiring and continued employment.
- All Records Center visitors must sign in and be escorted by Records Center staff.
- Records Center personnel escort customers retrieving electronic media from or delivering electronic media to the Electronic Media vault.
- Customers viewing their paper records on-site at the Records Center are escorted to a reference room to view their records.
- Records are kept securely inside a vehicle during pickup from or delivery to the customer's location. Customers must sign for records being delivered and obtain a receipt for records being picked up.

## Location and Contact Information

### **Physical Location and Shipping Address:**

Florida State Records Center  
4319 Shelfer Road  
Tallahassee, Florida 32305

### **Mailing Address:**

Florida State Records Center  
500 S Bronough Street  
Mail Station 9A  
Tallahassee, Florida 32399-0250

**Telephone:** 850.245.6750

**After-Hours Emergency Telephone:** 850.509.0276

**Records Storage Fax Number:** 850.245.6795

**Website:** [info.florida.gov/records-management/](http://info.florida.gov/records-management/)

**Regular Hours of Operation:** 8 a.m. until 5 p.m., Monday through Friday, except for [state holidays](#).

The State Records Center provides current customers with **emergency** after-hours access to the Electronic Media Vault at night and on weekends and holidays. On-call staff will make arrangements to meet authorized customer representatives at the Center to retrieve and pick up material.

In the event of a local, state or federal emergency situation, State Records Center staff will follow the direction of local authorities or Emergency Management officials, including but not limited to travel restrictions. Agencies needing access to critical or vital records during an emergency event should contact their agency COOP Director to work with the Department of State to gain access. Agencies having critical or vital electronic media backups stored for systems that are required to be kept online, or that would pose a threat to public safety during an emergency event if not kept online, may want to consider keeping an additional backup on-site so that immediate restoration can be done in the event of a system failure when the Records Center cannot provide access during an active emergency.

For information on fees, contact the Records Center to obtain a current fee schedule.

## Using the Records Center

Records Center services are available to state and local government agencies in Florida. Most services include pickup and delivery in Leon County. Agencies located up to 120 miles outside of Leon County can elect to deliver or ship records directly to the Center for a reduced accession fee or to pay a nominal transportation service fee for on-site pickup and delivery. Agencies exceeding 120 miles from Leon County should contact the Center to inquire about alternative delivery methods. To use the Center, agencies must appoint a [Records Management Liaison Officer](#) and records must be covered by a [records retention schedule](#).

### Records Management Liaison Officers

[Chapter 257.36](#), *Florida Statutes*, requires that each agency designate a Records Management Liaison Officer (RMLO) to serve as the agency's primary point of contact with the Department of State's Records and Information Management Program. The RMLO's specific responsibilities are assigned by their employing agency. RMLOs are often responsible for their agency's records management program, and the RMLO or other designated staff members will communicate with the Records Center to ensure the optimum use of the Records Center's facilities and services. If you do not know who serves as your agency's RMLO, contact the Records Center to request that information.

### Records Retention Schedules

The Records Center will not accept records for storage that are not covered by an approved records [retention schedule](#). A records retention schedule describes a record series and establishes a **MINIMUM** period of time for which the records must be retained before final disposition. Every record series must have an approved retention schedule in place before records can be stored in the Records Center. Retention and disposition requirements stated in records retention schedules are based upon the administrative, legal, fiscal and historical values of the record series.

### For More Information

For more information on these and other records management procedures, please refer to the [Basics of Records Management](#) handbook available on our website or call the Records Management office at 850.245.6750.

## Services for Paper Records

Paper records are generally considered ready for transfer to Records Center storage if they:

- Are referenced less than once a month per cubic foot.
- Are controlled by a Department of State-approved records retention schedule.
- Have not met their retention or there is justification for extending their retention.
- Consist of at least one cubic foot of material.
- Are properly identified and documented for transfer and reference.

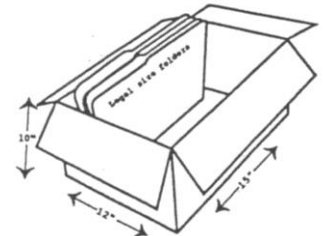
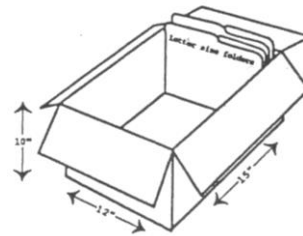
### Physical Transfer

Before transferring paper records, agency personnel must be set up to use the Records Center's online automated system, the Total Recall™ Web Module. The Records Center provides training for use of Total Recall™. Contact your agency RMLO or the Records Center for more information.

In order for records to be stored and retrieved efficiently, the following guidelines for the transfer of records must be followed. Failure to comply with these guidelines will result in the delay of records being transferred to the Center.

### Storage Cartons

- Standard storage cartons have the following dimensions: 10 inches high by 12 inches wide by 15 inches long. These cartons will hold up to one cubic foot of letter or legal size records.
- Storage cartons should have four-flap tops, not separate lids.
- Standard storage cartons may be ordered from the Records Center in bundles of 25 flat ready-to-assemble boxes, referred to as one flat.
- The Center will accept non-standard storage cartons for an additional fee.



### Preparing Cartons for Records

- Open the flattened box so that it forms a cube.
  - For the bottom, tuck short flaps in.
  - Fold long flaps over, completely covering the short flaps.
  - Tape along the seam where the two long flaps come together. Extend tape over each end approximately 1½ inches. Use 2"-3" wide clear plastic heavy-duty commercial packing tape.



## Packing

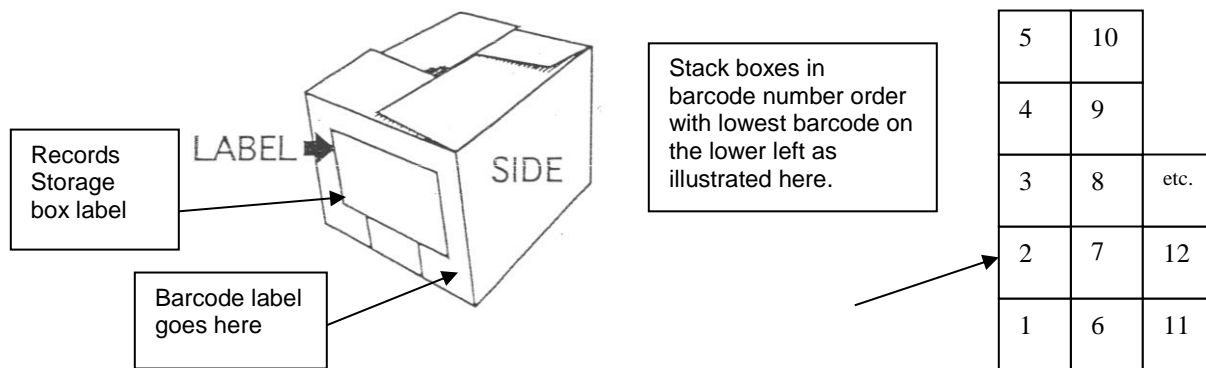
- Pack only one record series per box. In other words, do not place together in one box records that fall under different retention schedules.
- Keep files in their original folders. Do not put loose paper in the box. All papers must be in folders.
- Keep filing order intact. If there is no logical order that can be used for retrieving files, the records must be put in order before packing boxes. Records Center staff must be able to quickly and easily locate a file within a box.
- Pack folders upright with letter size folders facing the 12-inch side or legal size folders facing the 15-inch side (see illustrations above).
- Do not over-pack or force files into a box. It should be easy to slide a hand into the box to retrieve a file.
- If it is possible that records will be added to a file, leave room for growth in the box. Once a file is too large to be put back in the original space, it will be permanently withdrawn and returned to your agency. If this happens, the file will have to be placed in a new box and re-accessioned.

## When Packing is Complete

- Tuck the top box flaps alternately over each other. **Do not tape shut.**
- Fill out a records storage box label (shown below). These forms are available on our website under [Forms and Publications](#). There is a two-per-page label which fits the boxes available from the Records Center, and a three-per-page label that is smaller and fits boxes that have cutout handles on each end.

AGENCY NAME & ADDRESS [Redacted] Florida [Redacted]		CUSTOMER BOX NUMBER (if applicable) [Redacted]	
RETENTION SCHEDULE NUMBER: [Redacted]	ITEM NUMBER: [Redacted]	FROM DATE: [Redacted] / [Redacted] / [Redacted]	
RECORD SERIES TITLE: [Redacted]		TO DATE: [Redacted] / [Redacted] / [Redacted]	
DESCRIPTION OF RECORDS (When describing records, avoid vague terms such as "Miscellaneous." If describing a person's files, include the person's title. For example, rather than saying "Bob Smith's Files," use "Director of Marketing Bob Smith's Promotion Planning Files" instead. Make a note of the range of records in the box for future reference.): [Redacted]			
STATE OF FLORIDA DEPARTMENT OF STATE Division of Library and Information Services Form LRS9200 R 09-2004		[Redacted] Records Storage Box Label	

- Type the name and address of the agency, customer box number, retention schedule number, item number, records series title, from date, to date and description of records.
- Place the records storage box label on the front (12-inch side) of the box. For non-standard storage cartons, place the records storage box label on the smallest side of the box. Completely seal all four sides of the label with clear packing tape.
- Place a customer barcode label in the lower right-hand corner of the box, **not on top of the records storage box label**. Barcode labels must be ordered from the Records Center using the Total Recall™ Web Module or obtained from your agency RMLO.



## Submitting Your Accession Work Order to the Records Center

- Box information must be entered online via the [Total Recall™ Web Module](#). The information entered into Total Recall™ should closely match what is put on the records storage box label.
- Separate the boxes by work order or group (if they were entered into Total Recall™ as separate work orders) and then stack the boxes for each work order in barcode number order (from lowest to highest as shown in diagram above) for pickup.

## Box Pickup

- When the Records Center receives your agency's order via Total Recall™, Records Center staff will check it to ensure the following:
  - The **retention schedule number**, **item number** and **record series title** have been entered, and the records series title matches the schedule and item number.
  - The **from date** and **to date** have been entered.
  - The records have NOT met retention or there is a reason provided for keeping them longer, such as pending litigation or audit.
- If any of these criteria are not met, the Accession Coordinator will contact the agency to resolve the issue.
- Once all criteria are met, pickup or delivery will be scheduled.
- When Records Center staff review the boxes, they will check the boxes against the accession work order to ensure all boxes are accounted for and properly labeled. The agency will receive a copy of the accession work order, which will serve as a receipt for the agency. **It is important to maintain this receipt containing the box barcode numbers and description of the records in case the records need to be referenced at a later date.**

## Reference Service

The Records Center provides free pickup and delivery service for paper and microfilm records within Leon County. Agencies up to 120 miles outside of Leon County can elect to have records shipped to them at their expense or delivered for a nominal fee. Agencies exceeding 120 miles should contact the Center for delivery alternatives.

If an agency needs to reference their paper records stored in the Records Center, they must submit a reference request work order using the Total Recall™ Web Module.

Agencies may request a whole box or an individual file from a box, whichever is more convenient. Reference requests are limited to 12 boxes or files per day per agency. This limit is established to allow the Records Center to serve all agencies in a timely manner. Requests from agencies within Leon County received by 3 p.m. will be delivered by noon on the next business day. Agencies with critical deadlines or requiring higher retrieval limits should contact the Records Center directly.

## Agency Pickup and On-Site Reference

Agencies may choose to pick up their records or view the records on-site at the Records Center, particularly if they need them before Records Center staff can deliver them. Follow the same procedure for submitting a reference request work order, but add a note in the comments box stating the agency's intent to pick up or view the records on-site. Once the order is received and the records are pulled, the Records Center will contact the agency to let them know that the records are ready. Upon arriving at the Records Center, customers should come to the side (covered patio) door and press the buzzer for assistance. All visitors will be asked to show identification, sign in and state their business. Records Center staff will then escort them to their records.

For urgent or emergency reference requests, the customer must contact Records Center staff at 850.245.6750 option 1 or [SRCServices@dos.myflorida.com](mailto:SRCServices@dos.myflorida.com).

## Refile Service

To return records to the Records Center, customers must submit a refile work order using the Total Recall™ Web Module. Once the Records Center receives the work order, they will schedule the records for pickup. When Records Center staff pick up the records, they will provide the customer with a signed copy of the work order for their records indicating that the records were returned to the Records Center.

## Permanent Withdrawal

An agency may have a need to permanently withdraw records from the Records Center because the records are needed for an extended period of time or for some other reason. If so, the agency must submit a remove/permanent withdrawal work order indicating the records to be removed. The records will be delivered just as they are for a reference request. Items that are permanently withdrawn will be removed from the agency's storage bill. Agencies wishing to return permanently withdrawn records to Records Center storage at a later date must remove all old box and barcode labels, properly relabel all boxes and submit the boxes via Total Recall™ as a new accession.

## Final Disposition

According to an established schedule, Records Center staff will print Disposition Request Document packets. A records analyst and an archivist will review the packets to ensure everything is in order and to identify records potentially having historical or archival value. If the archivist appraises the records listed on a disposition notice as archival, the records will be transferred to the State Archives of Florida for permanent preservation and research following sign-off by the agency and the Records Management Program. After review, the Records Center will provide the disposition notice packets to the agency RMLO. The RMLO is responsible for obtaining their agency's signed approval or disapproval for disposal along with appropriate documentation in accordance with their agency's procedures. The RMLO should return the disposition notices as soon as possible, but no later than 90 days after receipt.

If the agency determines that the records must be retained past their expiration date, the agency should make a note on the transmittal work order attached to the disposition notice, indicating the reason for retaining the records (for instance: pending litigation, audit or administrative value) and a date when the records should again be reviewed for disposition.

Upon receipt of the signed disposition notice (indicating approval of the disposal), the Records Center will dispose of the records as waste paper under its recycling plan. The records will be transported in a locked trailer to the recycling facility, where they will be shredded, compacted and baled. Records appraised as archival will be transferred to the State Archives of Florida.

After disposition of the records (destruction or transfer to State Archives), the Records Center will sign the disposition notice indicating that the records have been disposed of and a copy of the notice will be sent to the agency RMLO. The disposition notice is a permanent record and must be maintained by your agency RMLO or other designated agency personnel.

## Non-SRC Disposal Service

The Records Center will provide pickup and disposal of paper records that are not stored at the State Records Center. Agencies destroying records using this service are responsible for creating the documentation required by their agency for disposal of public records according to Chapter 1B-24.003, *Florida Administrative Code*.

Agencies should prepare records for disposal, packing them into cartons secured with lids or folding flaps and affixing the [Non-SRC Destruction Box Label](#) located on our website. Once the agency has received the approval from their agency's records custodian to dispose of the records, they will notify the Records Center by submitting a completed [Request for Non-SRC Destruction](#) form located on our website under [Publications and Forms](#).

## **After-Hours Access**

The State Records Center provides current customers with emergency after-hours access at night and on weekends and holidays. On-call Records Center staff will make arrangements to meet authorized customer representatives at the Center to retrieve and pick up material. Customers may contact the Center for after-hours emergencies at 850.509.0276.

In the event of a local, state or federal emergency situation, State Records Center staff will follow the direction of local authorities or Emergency Management officials, including but not limited to travel restrictions. Agencies needing access to critical or vital records during an emergency event should contact their agency COOP Director to work with the Department of State to gain access. Agencies having critical or vital electronic media backups stored for systems that are required to be kept online, or that would pose a threat to public safety during an emergency event if not kept online, may want to consider keeping an additional backup on-site so that immediate restoration can be done in the event of a system failure when the Records Center cannot provide access during an active emergency.

## Services for Microfilm Records

Microfilm records are generally considered ready for transfer if they:

- Are referenced less than once a month.
- Are controlled by an approved records retention schedule.
- Meet the microfilm standards established by [Chapter 1B-26.0021](#) of the *Florida Administrative Code*.

Note: Only silver negative original and silver duplicate films are accepted in the Security Microfilm vault.

### Physical Transfer

#### Storage Cartons

Place microfilm in a closed container constructed of inert (chemically stable) materials. Plastic (non-PVC) or acid-free boxes are recommended.

Once Records Center staff have inspected and accessioned the microfilm into the Records Center, they will place individual rolls of microfilm and microfiche in acid-free storage containers in accordance with the current fee schedule.

#### Packing

Microfilm rolls should be wound on cores or rolls of a non-corroding material such as those made of plastic compounds or non-ferrous metal.

Use acid-free paper strips to secure the film to the rolls. Do not use non-acid-free paper or rubber bands.

Divide microfiche into increments of 35 pieces and place in acid-free fiche envelopes.

#### Labeling

Each individual roll or envelope transferred to the Records Center must be labeled with the roll/fiche number, type of records, and agency name.

#### Pickup/Shipping

Agencies may contact the Records Center to have their film picked up, or to make shipping or delivery arrangements for storage in the Center.

### Documenting the Transfer

In order to transfer microfilm records to the Records Center, agencies must complete the following steps:

1. Notify the Records Center of intent to transfer microfilm records. The RMLO or designated staff member may write, call or fax the Records Center to indicate the proposed date of transfer and the volume of records to be transferred.
2. Submit [Transmittal and Receipt for Records Storage](#), also referred to as a 201. A sample 201 form is shown on the next page and a blank copy can be found on our website under [Forms and Publications](#).

3. Send a copy of the transmittal form to the Records Center prior to pickup or delivery of the records, and include an additional copy with the records.
4. Records Center staff will sign one copy of the transmittal form and return it to the agency after the records are accessioned. This copy acts as your agency's receipt and gives the accession work order and barcode numbers for future reference. The RMLO, or other designated agency personnel responsible for records management and transfer of records, should maintain this receipt.

STATE OF FLORIDA DEPARTMENT OF STATE Division of Library and Information Services Form LS5E201R1-2003	<b>TRANSMITTAL AND RECEIPT          FOR RECORDS STORAGE</b>	<b>PAGE 1 of 1 PAGES</b>
<b>SEND ORIGINAL AND TWO COPIES TO:</b>  <b>Department of State          Records Management          Mail Station 9A          Tallahassee, Florida 32399-0250          Or by Fax: (850) 245-6796</b>	<b>ITEMS 1 - 3 TO BE COMPLETED BY RECORDS CENTER</b>	
5. AGENCY CONTACT Mary Smith, RMLO	1. Work Order No.	2. Date Received
8. APPROVING OFFICIAL (Signature)	3. Received By (Signature)	
11. RESTRICTIONS ON USE OF RECORDS <b>Security Microfilm</b>	4. FROM (Name and Address of Transmitting Agency) City of Weston Office of the City Clerk/City Hall Weston, FL 30303	
12. CUBIC FEET (Number of Boxes) TRANSFERRED 20 Rolls	6. LOCATION City Hall, Room 110	7. TELEPHONE NO. 754-332-4567
	9. TITLE City Clerk	10. DATE 2-5-2005
<b>13. LIST OF BOXES TRANSFERRED</b>		
<b>13a. Bar Code Number</b>	<b>13b. Description of Records MUST INCLUDE: Record Series Title From Retention Schedule and Inclusive Dates</b>	<b>13c. Retention Schedule, And Item No.</b>
[REDACTED]	Rolls 1-4 ORDINANCES #2004-01 - 2004-99 16MM 10/01/2003 through 9/30/2004	GS1-L, Item 228
[REDACTED]	Rolls 1-10 MINUTES: OFFICIAL MEETINGS 16MM 01/01/2003 through 07/31/2003	GS1-L, Item 32
[REDACTED]	Rolls 1-6 RESOLUTIONS 35MM 10/01/2003 through 9/30/2004	GS1-L, Item 297
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

The transmittal forms serve to:

- Record the transfer of microfilm records to the Records Center.
- Provide an inventory sufficiently detailed to aid the Records Center in providing reference service to the transmitting agency.

## Reference Service for Microfilm Records

An agency employee, usually the RMLO, may make reference requests for microfilm records. If an employee other than the RMLO is authorized to make reference requests, the agency should provide the name and telephone number of the employee to the Records Center.

Reference requests may be made by fax, mail or email. The requestor should submit a completed [Request for Reference Service form](#) to the Center. This form provides space for up to 12 microfilm records. Microfilm from different accession work orders may be included on the same form. A sample form is shown below. The blank form is located on our website under [Forms and Publications](#).

STATE OF FLORIDA DEPARTMENT OF STATE Division of Library and Information Services Form LS5E203R1-7/2003		<b>FLORIDA STATE RECORDS CENTER</b>  <b>REQUEST FOR REFERENCE SERVICE</b>	
SEND ORIGINAL AND TWO COPIES TO:  Department of State Records Management Mail Station 9A Tallahassee, FL 32399-0250 Or by Fax: (850) 245-6796  ATTENTION: Records Management Services		<b>FOR RECORDS CENTER USE ONLY</b>  THE RECORD ITEMS LISTED BELOW WERE READY FOR PICKUP/DELIVERY ON  _____ DATE  _____ SRC STAFF INITIALS	
1. TYPE OF SERVICE REQUESTED (Check One Only) XX a. Check Out (Retrieval) <input type="checkbox"/> b. Copy of Records <input type="checkbox"/> c. Information from Records <input type="checkbox"/> d. Permanent Withdrawal			
<b>2. BOXES AND/OR FILES REQUESTED</b>			
a. LINE NUMBER	b. DESCRIPTION OF BOX OR FILE REQUESTED	c. BAR CODE NUMBER (“C” number or Acc. + SRC Number for boxes, or “F” number for files)	
1.	Roll 3 Resolutions 01/01/2004 - 01/31/2004	Work Order # 0006734, Barcode # FLM000002356	
2.	Roll 10 Minutes 04/01/2003 - 4/30/2003	Work Order # 0000530 Barcode # FLM000000941	
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
3. REMARKS  			
4. NAME OF AUTHORIZED REQUESTER Robert W. Saunders		5. TEL. NO. 850-488-0297	<b>9. RECEIPT FOR RECORDS LOANED OR WITHDRAWN</b> I have received the record items listed above.
6. LOCATION Sumter Bldg. Rm 201		7. DATE 8/31/2005	
8. AGENCY (Name and Address) City of Tallahassee 430 Adams St Tallahassee, FL 32303		Agency Representative Signature	
			Date



The requestor must provide the accession work order number, their agency microfilm roll numbers, and the barcode numbers for the items being requested.

The Request for Reference Service form:

- Provides essential information needed to locate the desired microfilm records.
- May be used to obtain:
  - A temporary loan of microfilm records.
  - Information from microfilm records.
  - Permanent withdrawal of microfilm records.

After Records Center staff receive the request and locate the requested microfilm records, they will deliver or ship the microfilm to the agency. If agency personnel will pick up the microfilm at the Records Center, they must provide proper identification as authorized agency representatives.

Agencies outside of Leon County wishing to have microfilm records shipped to them are responsible for shipping costs and must provide the Records Center with the shipping courier and account number.

## Return Service

To return microfilm records to the Records Center, use the [Request for Return of Reference Service Work \(Re-File Service\) form](#), available on our website under [Forms and Publications](#). A sample form is shown below. This form must be completed and emailed or faxed to the Records Center in order for the records to be picked up by the Records Center. Otherwise, the records and the completed form should be mailed or shipped to the Records Center.

STATE OF FLORIDA DEPARTMENT OF STATE Division of Library and Information Services Form LS5E206R1.7/2003		FLORIDA STATE RECORDS CENTER REQUEST FOR RETURN OF REFERENCE SERVICE WORK (RE-FILE SERVICE)	
1. BOXES/FILES TO BE RETURNED (RE-FILED)			
a. Line Number	b. DESCRIPTION OF BOX OR FILE TO BE RETURNED (RE- FILED)	c. Barcode Number (“C” number or Acc + SRC Number for boxes, or “F” number for files)	
1.	<b>Roll 3 Resolutions</b>	Work Order # 0006734, Barcode # FLM000002356	
2.	<b>Roll 10 Minutes</b>	Work Order # 0000530 Barcode # FLM000000941	
3.	██████	██████	
4.	██████	██████	
5.	██████	██████	
6.	██████	██████	
7.	██████	██████	
8.	██████	██████	
9.	██████	██████	
10.	██████	██████	
11.	██████	██████	
12.	██████	██████	
2. Remarks ██████			
3. Name of Requester <b>Robert W. Saunders</b>		4. Telephone No. 850-488-0297	8. Receipt for Returned Records (SRC Staff) I have received the above listed records.
5. Location <b>Sumter Bldg. Rm 201</b>		6. Date 09/15/2005	8. (a) Signature
7. Agency <b>City of Tallahassee 430 Adams St Tallahassee, FL 32303</b>			8. (b) Date

## Non-SRC Disposal Service

The Records Center will provide pickup and disposal of microfilm records that are not stored at the State Records Center. Agencies destroying records using this service are responsible for creating the documentation required by their agency for disposal of public records according to Chapter 1B-24.003, *Florida Administrative Code*.

Agencies should prepare records for disposal, packing them into cartons secured with lids or folding flaps, and affixing the [Non-SRC Destruction Box Label](#) located on our website. Once the agency has received the approval from their agency's records custodian to dispose of the records, they will notify the Records Center by submitting a completed [Request for Non-SRC Destruction](#) form located on our website under [Publications and Forms](#).

## After-Hours Access

The State Records Center provides current customers with emergency after-hours access at night and on weekends and holidays. On-call Records Center staff will make arrangements to meet authorized customer representatives at the Center to retrieve and pick up material. Customers may contact the Center for after-hours emergencies at 850.509.0276.

In the event of a local, state or federal emergency situation, State Records Center staff will follow the direction of local authorities or Emergency Management officials, including but not limited to travel restrictions. Agencies needing access to critical or vital records during an emergency event should contact their agency COOP Director to work with the Department of State to gain access. Agencies having critical or vital electronic media backups stored for systems that are required to be kept online, or that would pose a threat to public safety during an emergency event if not kept online, may want to consider keeping an additional backup on-site so that immediate restoration can be done in the event of a system failure when the Records Center cannot provide access during an active emergency.

## Services for Electronic Media Records

Due to the unique requirements and varying needs of agencies, transfer procedures will be handled on a case-by-case basis. The agency should notify the Records Center of intent to transfer electronic media prior to the transfer. Some general recommendations for storage of electronic records are:

- Tapes, discs or other media should be of high quality. Records might require conversion to a medium or format suitable for long-term access and readability. For example, information of long-term value should not be stored on a floppy disk, due to the fragile nature of this medium.
- Electronic documentation files for the records being transferred, such as data dictionaries, format statements and codebooks, should be copied in electronic form and included with the transfers.

The Records Center's Electronic Media vault provides the proper environmental storage conditions for electronic media. However, it does not have the equipment necessary to read or ensure the retention of data stored on electronic media. Therefore, it is the responsibility of the transmitting agency to manage the cycles of updating, reuse and servicing of their electronic media stored at the Records Center.

Space in the Electronic Media vault can be rented by the shelf or by cubic foot. Each shelf measures 30"W x 12"H x 30"D and holds up to six cubic feet of records. Cubic foot space rental requires materials to fit inside a cubic foot box that measures 10"W x 12"H x 15"D.

### Physical Transfer

The many types of electronic media make it difficult to establish standard packing procedures. Follow the guidelines listed below and contact the Records Center with any questions or for further assistance on the physical transfer of electronic media.

#### **Storage Cartons**

Tape cartridges should be packed in Turtle Cases or similar hard shell containers, if possible. Other media may be placed in cubic foot boxes for easy transport and storage. Contact the Records Center for additional information on storage cartons.

#### **Packing**

Stack tapes and discs vertically (side by side), not horizontally (one on top of the other).

Do not over-pack. Leave space between the sides of the box and the material.

#### **Labeling**

Agencies should ensure that all authorized users can identify and retrieve information stored on electronic media.

Contact the Records Center for information on labeling.

## **Drop Off and Pickup**

Agencies located within Leon County may drop off and pick up their electronic media at the Center. Agency personnel must provide proper identification as an authorized agency representative, sign in and be escorted to the Electronic Media vault to deliver or pick up their records. Delivery and pickup service may be available to agencies in Leon County on a case by case basis for a nominal fee.

Agencies outside of Leon County, and other agencies wishing to ship electronic media to the Center, are responsible for making all shipping arrangements and covering all shipping costs. The Center recommends that agencies use a registered carrier.

## **After-Hours Access**

The State Records Center provides current customers with emergency after-hours access at night and on weekends and holidays. On-call Records Center staff will make arrangements to meet authorized customer representatives at the Center to retrieve and pick up material. Customers may contact the Center for after-hours emergencies at 850.509.0276.

In the event of a local, state or federal emergency situation, State Records Center staff will follow the direction of local authorities or Emergency Management officials, including but not limited to travel restrictions. Agencies needing access to critical or vital records during an emergency event should contact their agency COOP Director to work with the Department of State to gain access. Agencies having critical or vital electronic media backups stored for systems that are required to be kept online, or that would pose a threat to public safety during an emergency event if not kept online, may want to consider keeping an additional backup on-site so that immediate restoration can be done in the event of a system failure when the Records Center cannot provide access during an active emergency.