

MINUTES
RECORDS MANAGEMENT INTERAGENCY COORDINATING COUNCIL
MEETING
September 8, 2020

The Records Management Interagency Coordinating Council (RMICC or Council) held a meeting on Tuesday, September 8, 2020, by teleconference.

MEMBERS PRESENT

April Norris, Acting Chair
Vincent Houston, Acting Vice-Chair
Christi Brisky, Member
Dawn Crane, Member
Brandon Harris, Member
Jeff Peden, Member
Michael Reagor, Member
Linda Reynolds, Member
Mark Smith, Member

GUESTS

Jenny Alexander, Texas Health and Human Services Commission
Megan Carey, Texas State Library and Archives Commission
Joshua Clark, Texas State Library and Archives Commission
Sarah Hendricks, Texas Department of Public Safety
Craig Kelso, Texas State Library and Archives Commission
Jill S. Ledbetter, Texas Secretary of State
Mark Myers, Texas State Library and Archives Commission

I. CALL TO ORDER

A quorum being present, Acting Chair April Norris called the meeting to order at 2:05 p.m.

II. AGENDA ITEM 1 – APPROVAL OF THE JUNE 2, 2020 MINUTES

The minutes to the Council meeting held June 2, 2020 were approved as follows:

MOTION made by Ms. Linda Reynolds, seconded by Mr. Mark Smith, and carried unanimously to approve the minutes of the meeting of the Records Management Interagency Coordinating Council held June 2, 2020, as presented.

III. AGENDA ITEM 2 – TEXAS RECORD BLOG 10 YEAR ANNIVERSARY

- Mr. Craig Kelso of the Texas State Library and Archives Commission (TSLAC) noted the Texas Record blog is celebrating its 10th anniversary this year. He said the first article was written by Ms. Angela Ossar, who is now the records management officer for the Office of the Governor. The first article centered on the length of time required for email retention, he added.
- To date, 625 articles have been published and there are more than 3,000 subscribers to the blog, Mr. Kelso said.
- Other articles posted on the blog have included information about training resources, FAQs, and “Day in the Life” features about TSLAC analysts. Additionally, the blog includes “Off the Record”, which is a compilation of articles from other sources that TSLAC staff have found informative.
- In FY18, the blog received 142,000 unique hits. In FY19, it received more than 150,000 hits. In FY20, more material has been added to the blog due to the coronavirus pandemic. As of the end of July, the blog has received more than 191,000 hits and Mr. Kelso expects the hit count to exceed 200,00 for FY20. Many of the article are re-blogged and otherwise redistributed as well, Mr. Kelso noted.
- Ms. Norris and Ms. Crane mentioned how useful they and their agencies find the blog posts. Ms. Norris noted that analysts at her agency read the posts and appreciate having the blog as a resource. A recent post regarding retention of paper records after scanning was timely and useful, Ms. Norris added.
- Mr. Kelso noted that the blog is a collaborative effort, and staff members each bring different perspectives and experience to the articles they write for the blog.
- Article are generally on the blog for two to three days before a new article is added, Mr. Kelso noted.

IV. AGENDA ITEM 3- UPDATE ON PROGRESS WITH PROMONTORY POINT LOCATION

- Mr. Kelso indicated construction is on schedule at the Promontory Point location. Needed demolition has been completed and new construction has begun, he said. Mr. Kelso noted he has not been able to tour the location yet, but he expects to do so in the next few weeks.
- Shelving and other materials and equipment needed will be ordered soon, he added. He expects TSLAC to take possession of the location in January of 2021. The location should be ready to start accepting materials late in the second quarter or early in the third quarter of 2021, Mr. Kelso said. Ms. Norris noted it is exceptional that the work has been completed on time despite the pandemic restrictions currently in place.

V. **AGENDA ITEM 4- UPDATE ON STATE RECORDS CENTER CUSTOMER SURVEY**

- TSLAC released a customer service survey in early June, Mr. Kelso said. He noted 60 customers still store physical records with TSLAC. TSLAC surveyed those customers about future storage needs. Customer responses help TSLAC anticipate future funding needs, Mr. Kelso noted.
- The nine-question survey had about a 35% response rate, Mr. Kelso said. Of those responses, 24% indicated they will continue to store paper records with the State Records Center (SRC). The agencies that responded to the survey represent 56% of all the holdings at the SRC, Mr. Kelso said. The agencies that indicated they will continue to store paper records at the SRC account for 76% of the boxes currently in the SRC, he added.
- Ms. Norris noted she appreciated the analysis of the survey responses. She added that one of the elements of the Council's role is to support these kinds of initiatives.

VI. **AGENDA ITEM 5 – TEXAS DIGITAL ARCHIVE UPDATE**

- Mr. Mark Myers of TSLAC updated the Council on recent activity at the Texas Digital Archive (TDA). He noted the TDA is now five years old, and the contract with the vendor that supports the archive was expiring and needed to be rebid over the summer. The new contract is with the same vendor, he noted, but the new contract is for a higher-level product with Preservica. Preservica is the vendor used by approximately 25 state archives as well as other federal and international agencies, he said. Texas is Preservica's largest state government partner in number of objects, he noted.
- The recent upgrade with Preservice includes moving to a sole tenancy in the government cloud. Previously Texas had a shared tenancy with other agencies. The move to a sole tenancy gives TSLAC more control and gives the agency access to new development tools, Mr. Myers said. Uploads to the TDA were suspended for most of the month of August to facilitate the upgrade, and the upgrade was completed in early September.
- Upgrades are being made to the web portal for the TDA, Mr. Myers said. They include updating the look and feel of the site, adding a new logo and improving site navigation, he noted.
- Current projects include the ongoing digitization of Texas Department of Transportation real property records. This will be a multi-year project, Mr. Myers said, and about 10 terabytes of data have been ingested so far. The Austin district has been digitized and the Houston district is currently being worked on, he added.
- Other ongoing projects include adding more state publications to the TDA, Mr. Myers said. These publications include agency strategic plans

as well as financial reports that are submitted to the legislature electronically. He noted there is a new rule in the *Texas Administrative Code* regarding submitting publications to TSLAC electronically as well.

- Records of Texas governors are being digitized as well, Mr. Myers noted. Currently, the TDA is processing records from Governor Richard Coke from the 1870s. Audiovisual information from the Texas Tourism Development Agency from the 1960s has been added as well. This information includes slides, transparencies and 16mm film, he noted. Additional Supreme Court case files from the 1840s through the 1890s have been added as well.
- Mr. Myers noted that a lot of audiovisual materials have been digitized recently. Many are films that are being digitized to preserve them as they have begun to deteriorate, he added. Many of the films from the Texas Tourism Development Agency are public service announcements from the 1960s through the 1980s, he added.

VII. AGENDA ITEM 6 – e-RECORDS CONFERENCE 2020 UPDATE

- Mr. Joshua Clark of TSLC told the Council the 2020 e-Records conference will be online rather than in person. In July, TSLAC surveyed past attendees for input on presenting the conference online, he noted. The conference will be held as two half-day sessions on November 18 and November 19. The conference is being held as two half-day sessions to help attendees maintain focus, Mr. Clark added.
- TSLAC intends to use Zoom as the platform to present the conference, Mr. Clark said. TSLAC and the Texas Department of Information Resources (DIR) have tested the Zoom platform and found it easy to set up and use, he said. TSLAC reached out to other conference presenters who have used Zoom for their feedback as well, Mr. Clark noted.
- All sessions will be recorded and made available online after the event as well, Mr. Clark said.
- The call for presentations closes September 15, Mr. Clark noted. Presentations should be 45-minute sessions followed by about 10 minutes for questions and answers, he said. More information about presentations can be found on the conference website, he said. Registration has not been opened yet but will be soon, he added.
- Ms. Norris noted moving the conference online was not an easy task, and complimented TSLAC on the progress already made. She noted the call for presentations was on the Texas Record blog as well. She encouraged Council members and their staff to attend the conference, as it is an excellent source of information.

VIII. AGENDA ITEM 7 – REQUIRED REPORTS PROJECT UPDATE

- Mr. Clark thanked all participants who responded to the requests for assessments of their required reports to the legislature. He noted the feedback will help improve the next assessment as well as provide excellent information for the legislature.
- The draft of the report of required reports was sent to the Legislative Budget Board (LBB) on September 2, Mr. Clark said. TSLAC is waiting for comments from the LBB regarding needed revisions. If no revisions are needed, the report will be sent to the Legislative Council for printing, he said. Information from the report is used as bills are being drafted for the next legislative session, Mr. Clark added. The report will be online in late September or early October depending on needed revisions, he noted. Print copies will be distributed later.
- Information from the report will be submitted to the House Appropriations Committee, Mr. Clark said. This information includes needed changes to required reports, he said. TSLAC will provide testimony about the report to legislative committees as requested as well, Mr. Clark said. Each legislative session typically has at least one bill addressing revisions to required reports, he noted.
- Ms. Norris indicated the current coronavirus pandemic may have had some impact on agency responses to the assessment of required reports. Current experiences during the pandemic may have brought to light areas where changes could be made, she added.

IX. AGENDA ITEM 8 – UPDATE ON TSLAC STATE AGENCY VIRTUAL RECORDS MANAGEMENT TRAINING CLASSES

- Ms. Megan Carey of TSLAC noted that TSLAC is now providing online records management training classes. Due to the coronavirus pandemic, in-person training needed to be moved online, she said.
- The first online training was offered August 17, she noted. The training had about 77 attendees. The next training session will be held October 6 and registration is open at this time, Ms. Carey added. Another training session will be held on November 10 as well.
- The training covers records management basics for state agencies, she noted. Other topics are addressed in online webinars available on the TSLAC website, she added.
- Training is currently free and is open to up to 250 attendees for the November session.
- TSLAC is recording an email management webinar and plans to have it available online by the end of October, Ms. Carey said.
- Ms. Norris asked about the intended audience for the October 6 online training session. Ms. Carey noted it is for state agency employees and it covers basic information only. The information would be a refresher course for most agency records management officers, she noted.

X. AGENDA ITEM 9 – UNIVERSITY RECORDS MANAGEMENT COMMITTEE UPDATE

- Ms. Norris noted the Council had discussed the vacancy of the chair for the University Records Management Committee (URMC) at the Council’s June meeting. Additionally, the Council had discussed reviewing the goals for the URMC from the Council’s most recent biennial report. The URMC’s goals did not include any solid deliverables other than the recently completed university records retention schedule (URRS), she said.
- As no projects are pending from the URMC and the URMC lacks leadership at this time, Ms. Norris suggested the URMC be disbanded at this time. She added the URMC could be recreated in the future if the need arises.
- Ms. Brisky asked if there was a statutory requirement for the existence of the URMC. Ms. Norris indicated there was not, and the Council may create and disband committees as needed. Mr. Smith noted the URMC was helpful as the URRS was being created, but the URMC is not needed at this time as the schedule has been completed. Mr. Kelso added that the URRS is now routinely reviewed by TSLAC in the same manner as other records retention schedules, and the URMC is not needed for that process.
- Mr. Kelso added that it has been difficult to find individuals willing to serve as the URMC chair recently. He had not received any requests to continue the URMC from any universities, so it might be appropriate to disband the URMC at this time.
- **MOTION** made by Ms. Dawn Crane, seconded by Mr. Vincent, and carried unanimously to disband the University Records Management Committee.

XI. AGENDA ITEM 10 – SACC RECORDS MANAGEMENT SUBCOMMITTEE UPDATE

- Ms. Jenny Alexander of the Health and Human Services Commission updated the Council about recent activity of the State Agency Coordinating Committee Records Management Subcommittee. Ms. Alexander noted she was re-elected as the chair of the subcommittee at the subcommittee’s August meeting. She noted that Ms. Sarah Hendricks from the Department of Public Safety is the subcommittee’s new vice-chair.
- The subcommittee has been working on an educational project to produce short guides on topics of interest to agency records management officers (RMOs), especially those who are new to the position. The first two topics are a guide to developing agency records management training, and best practices for email management. These guides are intended to be short, possibly one-page guides that are scalable for the size and geographic disbursement of a particular agency. The subcommittee hopes to make these quick guides available to agency RMOs.
- The subcommittee has been reviewing its mission and vision statement as well, Ms. Alexander noted. The new statement will be added to the subcommittee’s

updated bylaws, she noted. She plans to present the updated information to the Council at the Council's December meeting.

- The subcommittee will be changing its name to the Records and Information Management Subcommittee, Ms. Alexander said. This helps differentiate the subcommittee from risk management, which is also often abbreviated as RM, she noted. She added that the new name is also more reflective of industry standards and reflects that records management often includes information technology aspects as well.
- The subcommittee is also looking at the manner in which the subcommittee's leadership is elected or appointed. The subcommittee has struggled to find members with the time or inclination to take on leadership roles, she noted. The subcommittee may align its leadership with the SACC leadership structure, where leadership automatically rotates between member agencies on a biennial basis. This model has both risks and benefits, she noted, and will be considered before the next term begins in 2022.
- The subcommittee has had good participation, Ms. Alexander said. Many members are encouraging more of their records management staff to attend the meetings and participate in subcommittee projects, she noted.
- The upcoming legislative session will be the focus for the subcommittee for the next few months, she noted. The subcommittee is committed to making members aware of legislation that could impact records management, she added.

XII. AGENDA ITEM 11 – DISCUSSION OF RMICC WEBSITE

- Ms. Crane updated the Council on the Council website project. Ms. Crane noted she has been in contact with DIR, and DIR is still willing to host the Council website. Ms. Crane added that Ms. Brisky was helpful in locating the appropriate contact persons at DIR.
- Ms. Crane noted that DIR had questions about the technical specifications for the website. Four of the questions require Council input, she said.
- DIR wanted to know who would design, build and implement the Council website if DIR hosts it. Ms. Norris noted that is negotiable – to her understanding, the previous chair of the Council, Mr. Todd Kimbriel, had the ability to assign staff at DIR to help and support the Council with these tasks because of his position at DIR. As Mr. Kimbriel has retired, that may no longer be an option, she noted. She added it was assumed that the Council website would follow the DIR guidelines for websites that DIR hosts. Ms. Crane noted she will work with DIR to see what options are available.
- Ms. Norris asked if any Council members have experience with designing and implementing websites. If not, does the Council support moving forward with DIR guidelines. Mr. Harris and Mr. Peden noted they comfortable moving forward with DIR in this manner. Ms. Brisky noted DIR will need more information before they can be specific about what they can provide.
- Ms. Crane asked if the Council wanted to keep the current URL for the Council website. Most sites hosted by DIR are under the DIR URL, she noted. Ms.

Norris noted she did not feel the Council needed to retain its own domain. She asked Council members for their opinions on the matter. Mr. Peden noted that the Council should be flexible and see what DIR is able to do. Ms. Norris noted the Council has limited resources as well.

- Ms. Crane noted that DIR asked if the Council would have members or a webmaster who need access to the server that is hosting the website. Ms. Jill Ledbetter of the Texas Secretary of State (SOS) noted she has acted in this capacity for the Council for many years, and she would need access to the new location if the Council desired her to continue updating the website. She noted that her agency took over hosting the website due access issues with a prior hosting situation. Ms. Norris noted that as the Council further develops their online presence, a Council webmaster may be needed. Mr. Peden noted his agency has several roles for their website staff, including webmaster, web administrator and web designer. The Council will need access to upload and manage content at least, Ms. Norris said.
- Additionally, Ms. Crane asked if the Council would retain ownership and renewal of the domain name, or will DIR take over that responsibility. Ms. Ledbetter noted that her agency currently shoulders these responsibilities. Ms. Norris noted the answer to this question depends on the options DIR can provide.
- Ms. Crane thanked the Council for their responses and noted she will continue to work with DIR to collect the information needed. Ms. Norris thanked Ms. Crane and Ms. Brisky for their work on the project.

XIII. AGENDA ITEM 12 – DISCUSSION OF RMICC BIENNIAL REPORT

- Ms. Norris indicated the Council will need to meet briefly noted in late October to discuss and approve the Council’s biennial report. Approval of the report will be the only agenda item at the meeting, she added.
- **MOTION** made by Ms. Christi Brisky, seconded by Mr. Jeff Peden, and carried unanimously to schedule an additional Council meeting in late October to approve the biennial report.
- Ms. Norris noted she has reviewed the Council’s last five reports and is drafting this year’s report in the same manner. She has reviewed the meeting minutes for the last two years and has identified the Council’s accomplishments and discussions.
- The report includes information on Council projects like the URMC, SACC subcommittee, and the Electronic Records Review Panel (ERRP). She noted the Council will need to consider continuation or disbanding of the ERRP in the future. Ms. Norris will draft sections of the report and provide it to the individual Council members involved with the individual projects for review.
- The report also includes recommendations from the Council for the legislature, for state agencies, and for TSLAC. Prior recommendations for the legislature have included support for TSLAC exceptional item requests, she noted. Mr. Kelso confirmed the past few reports have included these recommendations for

exceptional item requests, as well as support for other TSLAC projects or initiatives regarding records management.

- Ms. Norris encouraged Council members to reach out to her and identify other exceptional items that the Council should support, or any other concerns that should be addressed in the report.
- Recommendations to state agencies have included improving strategic organization alignment of records management programs, and developing electronic records management partnerships, Ms. Norris noted. She asked for input from Council members on these recommendations as well. Ms. Ledbetter noted the Council had discussed strategic directions for the Council several years ago, and these recommendations may have arisen from that discussion.
- Ms. Norris noted that Council recommendations for TSLAC in the past have been for TSLAC to continue to expand outreach through partnerships with other agencies, committees and with the Council. She asked for Council members' input on this subject as well.
- Ms. Norris will continue reviewing meeting minutes and drafting the biennial report. She will reach out to other Council members and resources as needed, she added.

XIV. AGENDA ITEM 13 – DISCUSSION OF UPCOMING OFFICER ELECTIONS

- Ms. Ledbetter noted the Council will elect a chair and vice-chair at the December meeting. The new terms begin in March of 2021. Ms. Norris asked for Council members who are interested in holding the positions to contact her.

XV. OTHER BUSINESS

- No other business.

XVI. PUBLIC COMMENT

- No public comment.

In the absence of any further business, the meeting stood adjourned at 3:52 p.m.

DocuSigned by:
April Norris
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April Norris, RMICC Chair