

*TAUD Administrative Professions
Conference
2010*

*Records Retention
John Hall*



New Policy Several Changes

7days business days to produce records

Amount you may charge for a record \$0.15

Citizen does not have to request in writing

*Records do not have to be pickup by requester,
maybe mailed after paying cost*

Several Changes

You can require requestor to show ID

You can charge a requestor the “hourly wage of the employee(s) reasonably necessary to produce the requested information” after one (1) hour of work has been done by the utility.

Both citizens of Tennessee and local government officials can request an informal advisory opinion from OORC

Office of Open Records Counsel
Elisha Hodge, JD
Open Records Counsel

Phone: (615) 401-7891

Toll free phone: 1-866-831-3750

Fax: (615) 741-1551

open.records@tn.gov

<http://www.comptroller1.state.tn.us/openrecords/>

Forms Available on OORC web site

The Inspection/Duplication of Records Request

The Records Request Denial Letter

The Records Production Letter

Schedule of Reasonable Charges

Frequent and Multiple Requests

Best Practices Guidelines

Many leagle opinions are also available

What do with records

Permanent should be kept in a manner to preserve them indefinitely -- Remember the flood ??

Other records should be preserved in a manner consistent with their retention time.

Records access should be limited.

Keep them locked up.

Keep it or Shred

You may place all your records on computers or computer media under certain conditions – be careful

Permanent – Never Shred

After record have past their “keep requirements”--
Shred

It is a good idea to have records that have met retention requirement & that have no value to the utility, to have them shredded. Remember if you have a record then you can be made to produce it.

The test

A customer gave you their credit card number to pay a bill, you have entered data. What should you do with it ?
Keep or Shred

You have made notes of changes an employee personal file. After entering them in the proper place. What should you do with notes.
Keep or Shred

The test

At the end of the day you have printed records you no longer need. What to do with them?

Keep or Shred

You have found some old records that have outlived their retention requirements. Should you?

Keep or Shred

The test

At the end of the day what should the trash can in your office look like.

- a. Full of un-shred paper (makes you look like you worked hard)
- b. Clean not a thing in it (wonder what you did that day)
- c. Full of empty coffee cups and Big Mac wrappers (burning the midnight oil)
- d. All paper shredded (smart worker bee)

Miss this one and you failed the test

Thanks for attending

Please let us know how we at TAUD can be of service to you.

Have a great Holiday and see you in 2011.



**HAPPY
NEW
YEAR**