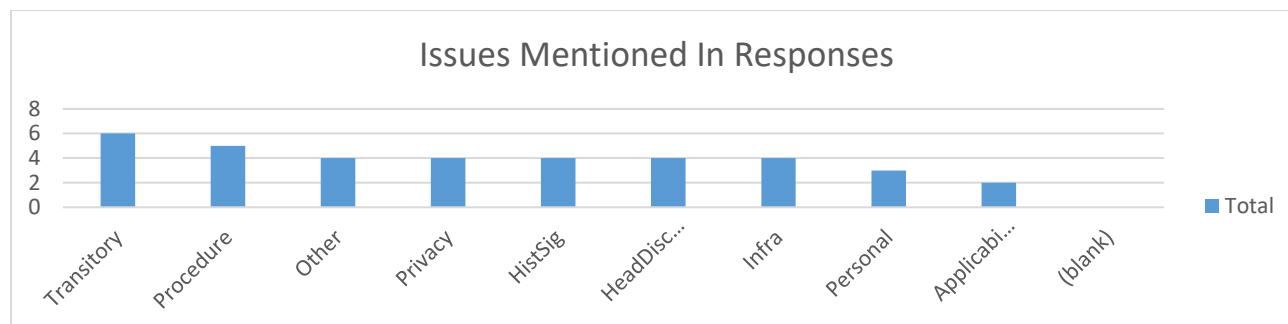


Comments on Department Head Schedules

In all, 14 responses to the two global schedules being discussed (19-A001 and 19-0037) were received to the City Records Officer, from 12 offices (including 7 department heads). All of the responses addressed 19-A001 (Text Messages) directly; ten of the 14 addressed 19-0037 (Historic Correspondence) either directly or indirectly. Responses were coded once received based on themes within the response.



19-0037 (Department Head Correspondence—Historically Significant)

Overall, **response to this schedule was neutral-shading-positive**. Most responses did not take issue with the goal of increased government transparency or with the retention or disposition itself. There were a number of questions regarding the nature and identification of “historically significant” records, suggesting a need for additional city-wide training. Four responses questioned how account-holder or constituent confidentiality and privacy would be preserved. One response questioned whether social media interactions were “correspondence” under this schedule, and if so how they would be preserved.

19-A001 (Text Messages—Department Heads)

Overall, **response to this schedule was overwhelmingly negative**. Almost half of all respondents stated outright their belief that text messages were transitory records unless otherwise identified; several other responses expressed skepticism that the blunt-force Capstone approach would allow for sufficient screening of personal and/or confidential text messages. A number of responses suggested allowing departments to manually export and save texts of value. A few responses questioned the existence of infrastructure to maintain texts as records and/or the nature of texts as discoverable at all, suggesting a need for increased awareness re: public records and the proposed text archiving service.

Recommendations

- **19-0037: Implement in conjunction with CRC/ITMD training.** This type of schedule is common in jurisdictions from the State of Wisconsin up to the Federal Government and has been shown to significantly reduce records creators’ administrative burden around records management.
- **19-A001: Hold and adapt 19-0001 to cover all text messages.** The high ratio of signal to noise in this series, along with significant resistance from City officials, makes effective implementation unlikely in this case. That said, records creators must be given both the tools and the impetus to save significant messages if 19-0001 is determined to be the default for all texts; this effort will involve significant City Records and ITMD training and intervention.