

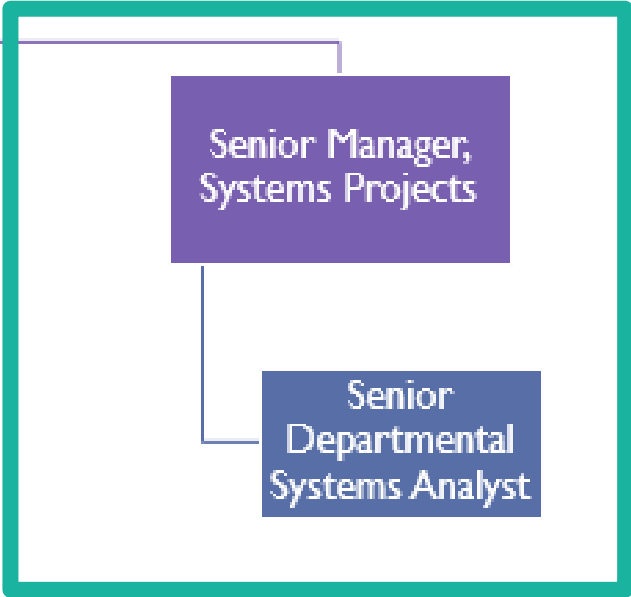
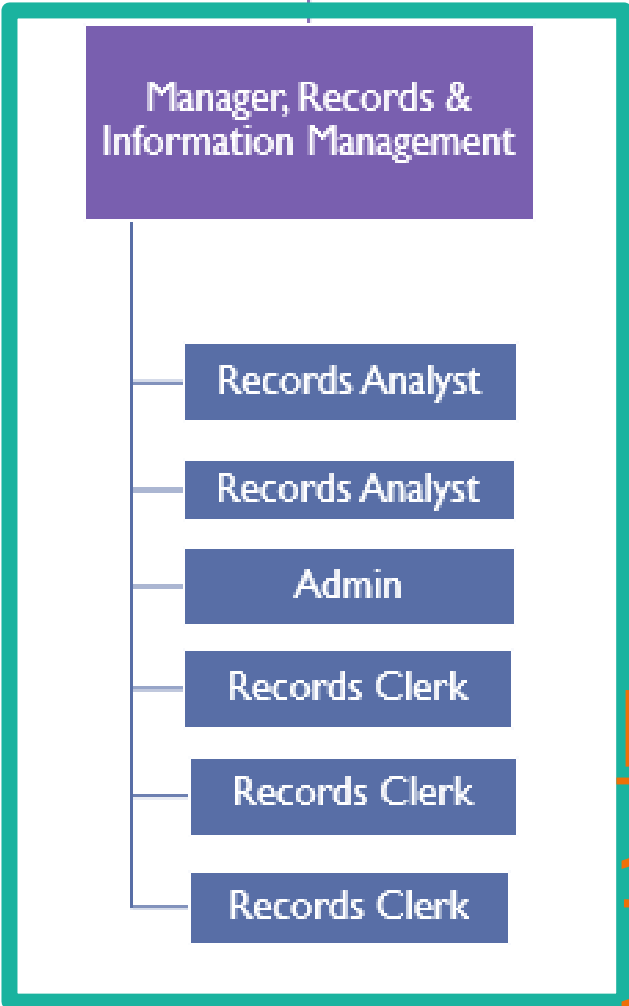
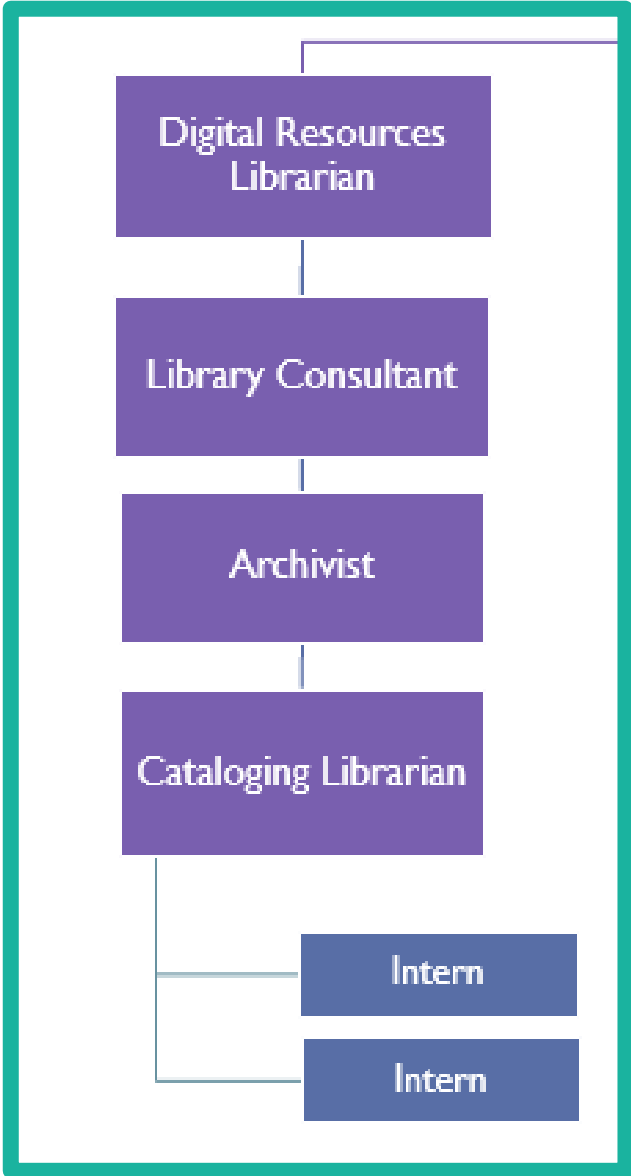
Developing KM through Library and Records Management Collaboration

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FY20
1,728 requests
12,763 records

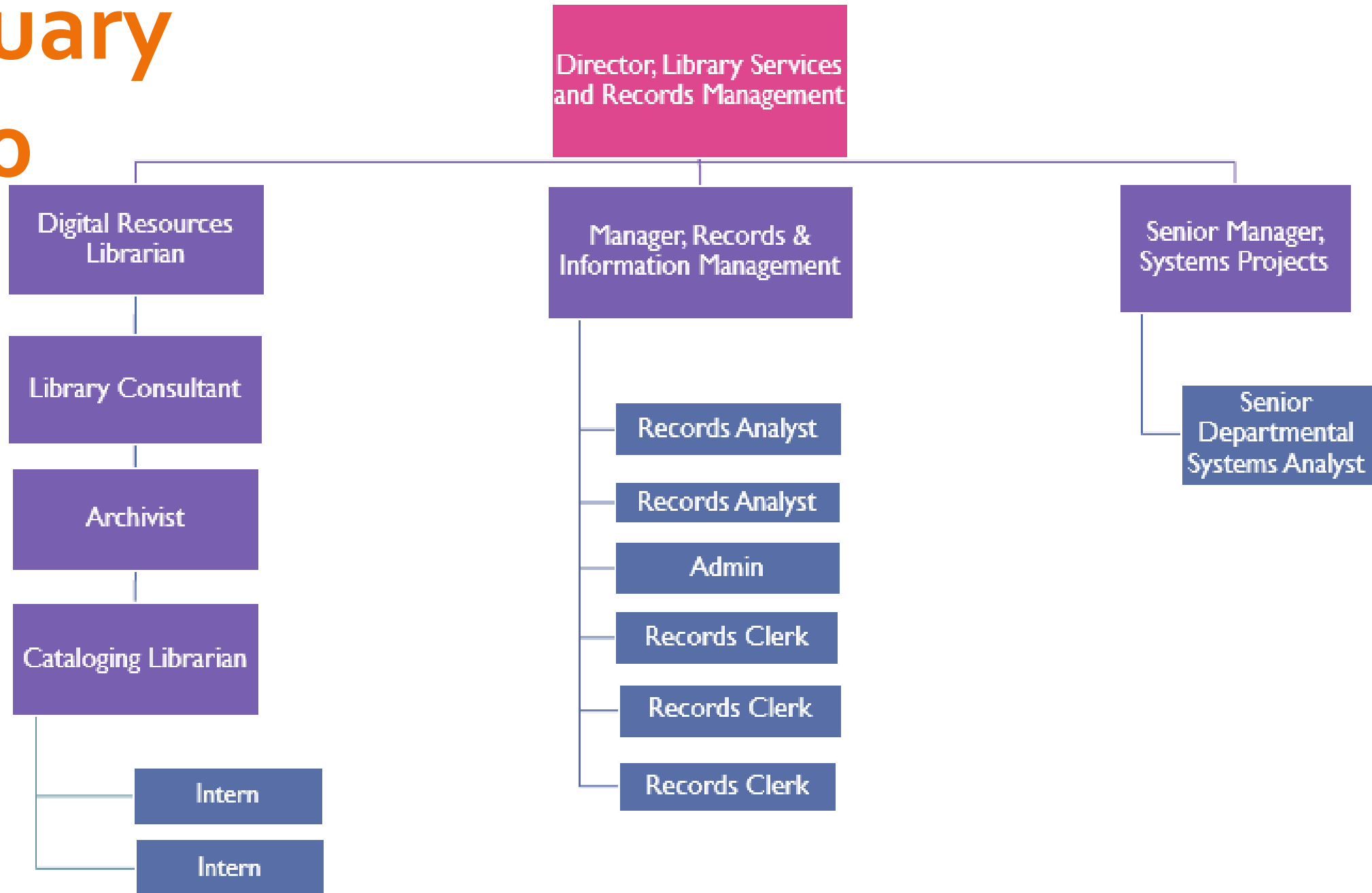
Library
&
Archive



Records Center

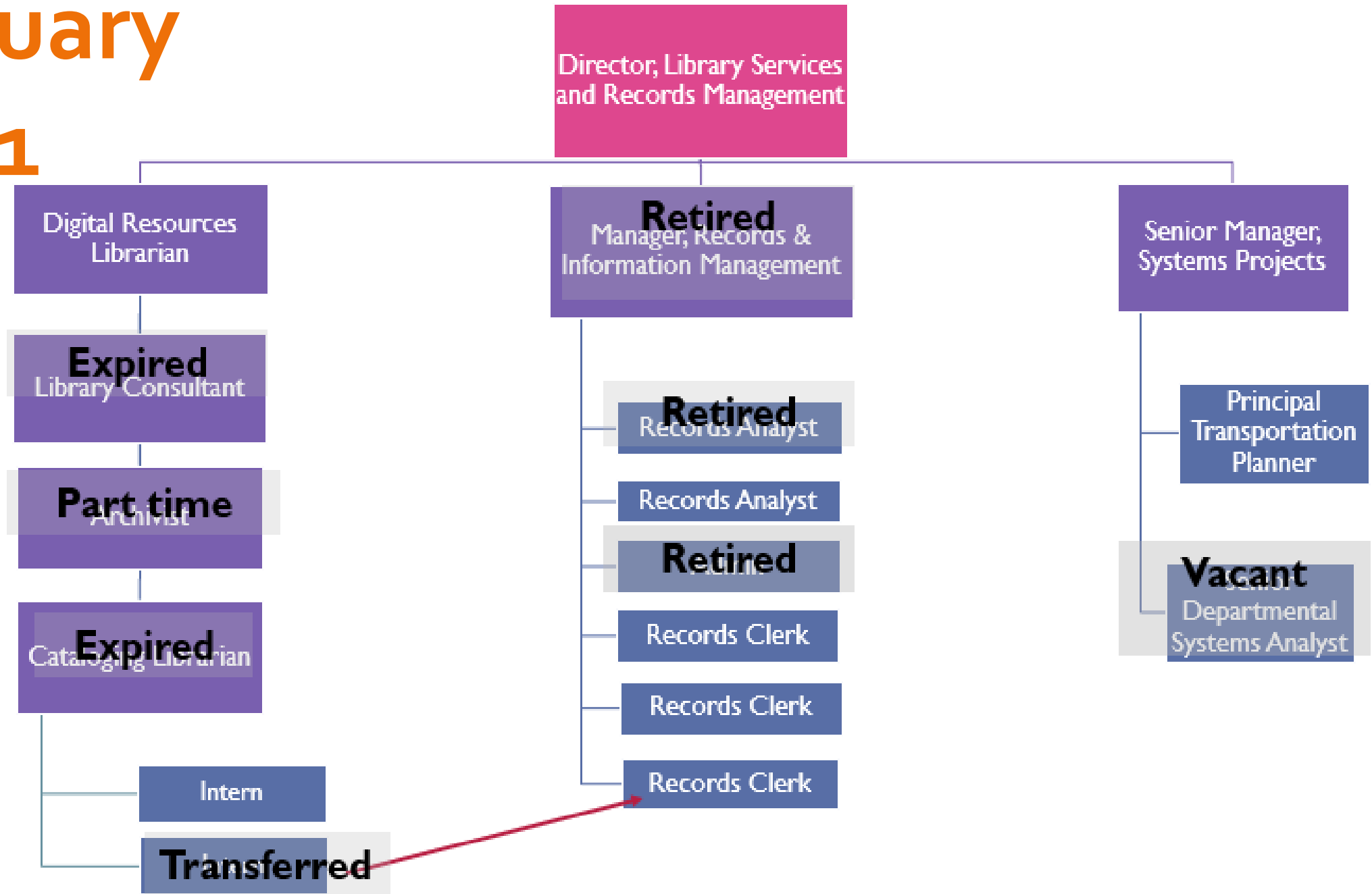
January

2020



January

2021



OPPORTUNITIES

- Transactional records request fulfillment
- Perception versus reality of transparency
- Missing records?
- Missing knowledge.

1. Adjust workflow structure of Records request fulfillment

- **Tier 1 – Processing, scheduling and communications**
 - Fulfills transactional requests
 - Assigns larger-scope requests to Tier 2
 - Is provided with guide for records locations/owners/info needed from requestor
- **Tier 2 – Research, collaboration, harvesting**
 - May deliver records within a wider scope
 - May suggest other resources for further inquiry
 - Identifies new vital records
 - Documents requests, records, owners, storage, etc.

2. Training collaboration with Research librarians

- Librarianship values of Integrity, transparency and accountability
- Reference interview
- Research skills
- Excellence in service

3. Utilize Records Coordinators

- Formalize partnership
- Collaborate on Records guides
- Receive input on taxonomy
- Ongoing liaison with Records Ambassadors

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Thank you

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