

**State of Florida**

**Florida Records Storage Center  
Handbook**



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

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<http://dlis.dos.state.fl.us/RecordsManagers>

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## Introduction

### The Florida Records Storage Center

The Florida Records Storage Center offers state and local government agencies low-cost storage, reference service, and disposal of inactive paper records; security microfilm and electronic records storage; and microfilming services. The Center's primary function is to serve agency needs for inactive records maintenance and security. The Records Center is a state-of-the-art facility that acts as an extension of an agency's record keeping system. Records stored at the Center may be retrieved or permanently withdrawn by the custodial agency as needed. The Records Center is operated by the Information Resources Management program within the Florida Department of State, State Library and Archives of Florida.

### Information Resources Management Program

The Information Resources 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 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), transfer such records to the State Archives of Florida, and catalog and manage the State Archives' archival collections.

#### **Paper Records Storage**

The Records Center's paper records storage warehouse has a storage capacity of over 250,000 cubic feet (equivalent to 16 football fields). Services include accessioning (bringing in new boxes), storage, retrieval, and disposal of inactive paper records. The paper records storage warehouse is intended for storage of records with a 25-year retention or less. The warehouse is *not* intended for storage of long-term or permanent records; such records are not accepted, as they require controlled environmental conditions that are not offered by the Records Center's paper storage warehouse.

#### **Security Microfilm Storage**

The Records Center provides secure off-site storage for microfilm and microfiche at minimal cost. Services include microfilm inspection, reference service, and duplication. Security microfilm is stored in a fireproof, climate-controlled vault and protected from degradation through storage in acid-free boxes. The vault is equipped with intrusion alarms and access is limited. Security microfilm is recommended for storage of long-term and permanent records.

#### **Electronic Media Storage**

The Records Center provides secure off-site storage for electronic media, such as tapes, disks, and cartridges, at minimal cost. Electronic records 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 limited. Emergency after-hours access is provided at night and on weekends for materials stored in the Electronic Media vault.

## Why Use the State Records Center?

Adequate storage for inactive records (those that must be kept for legal or fiscal reasons but have little or no administrative value and 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 \$85 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 \$4 per year – a cost avoidance of over \$80 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 or the security and fire protection needed 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.

## Security at the Records Center

The Florida Records Storage Center is a secure repository, equipped with security doors and fire detection and control devices. Additional security procedures and policies in place at the Records Center include:

- All Records Center employees must undergo a background check as a condition of employment.
- All Records Center visitors must sign in at the front desk (except for those attending training or going on a tour). Visitors going beyond the security doors are escorted, must read and sign the Center's Visitor Policy, and must wear a visitor badge.
- Records Center personnel escort customers retrieving electronic records from or delivering electronic records to the Electronic Media vault.
- Customers or other visitors are not allowed in the Security Microfilm vault, except when being escorted.
- Customers viewing their paper records on-site at the Center are escorted to a reference room to view their records.
- Records are kept secure inside a vehicle when being picked up from or delivered to the customer's location. Customers must sign for records being delivered and receive a receipt for records being picked up.

## Location and Contact Information

### **Location and shipping address:**

Florida Records Storage Center  
4319 Shelfer Road  
Tallahassee, Florida 32305

### **Mailing address:**

Florida Records Storage Center  
Mail Station 9A  
Tallahassee, Florida 32399-0250

**Telephone:** 850.245.6750

**After-hours emergency telephone:** 850.509.0276

**Front office fax number:** 850.245.6795

**Records Storage fax number:** 850.245.6796

**Web site:** <http://dlis.dos.state.fl.us/RecordsManagers>

**Regular hours of operation:** 8:00 a.m. until 5:00 p.m., Monday through Friday

Emergency, after-hours access is provided at night and on weekends for materials stored in the Electronic Media vault.

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

## Using the Records Center

Records Center services are available to state and local government agencies in Florida. However, paper records storage is limited to agencies in the Tallahassee area. 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 to be responsible for the agency's records management program. The RMLO or other designated staff members will communicate with the Records Center to ensure the optimum use of the Center's facilities and services. If you do not know who serves as your agency's RMLO, contact the Center and request that information.

### Records Retention Schedules

Records that are not covered by an approved records retention schedule will not be accepted for storage in the Records Center. 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 Web site or call the Records Management office at the number listed in the *Introduction* of this handbook.

## Services for Paper Records

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

- are referenced less than once a month per cubic foot,
- are controlled by an approved records retention schedule,
- have a retention period of 25 years or less,
- have not met their retention,
- consist of at least one cubic foot of material, and
- are properly identified and documented for transfer and reference.

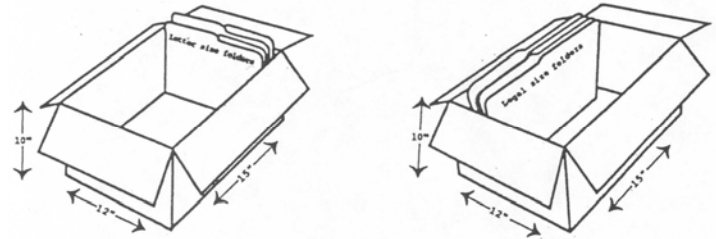
### Physical Transfer

Before transferring paper records, agency personnel must be set up to use the Records Center's online automated system, the Total Recall Web Module. Quarterly training is provided on the use of the Total Recall system. Contact your agency RMLO or the 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

- Storage cartons must 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 must have four-flap tops, not separate lids.
- Storage cartons may be ordered from the Records Center in bundles of 25 flat boxes. This is referred to as one flat.



### 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.
- 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.

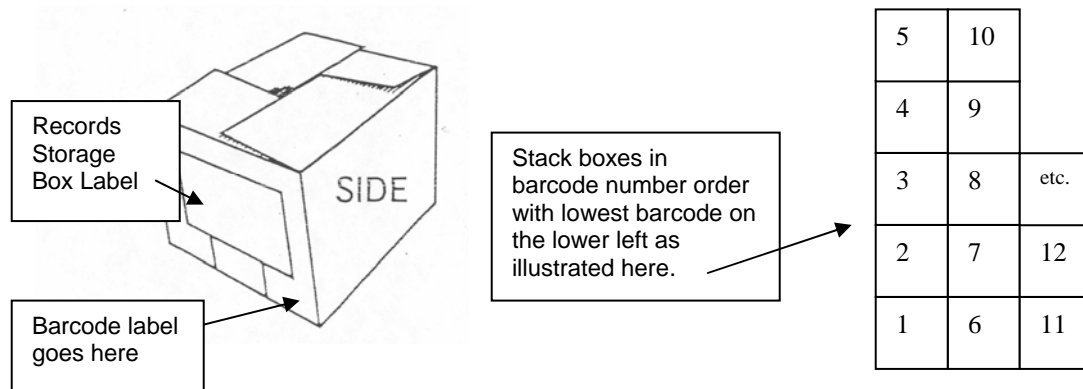
- o Pack folders upright with letter size folders facing the 12-inch side or legal size folders facing the 15-inch side (see illustrations above).
- o Do not over-pack or force files into a box. It should be easy to slide a hand into the box to retrieve a file.
- o If it is possible that information 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

- o Tuck the top box flaps alternately over each other. Do not tape shut.
- o Fill out a records storage box label (shown below). These forms are available on our Web site under *Publications & Forms*. There is a two-per-page label, which fits the boxes available from the Center, and a three-per-page label that is smaller and fits on boxes that have the 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] mm dd yyyy
RECORD SERIES TITLE: [Redacted]		TO DATE: [Redacted] / [Redacted] / [Redacted] mm dd yyyy
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 LSSE200 R 09-2004		Records Storage Box Label

- o 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.
- o Place the records storage box label on the front (12-inch side) of the box. Completely seal all four sides of the label with packing tape.
- o 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 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 orders) and then stack the boxes for each work order in barcode number order (from lowest to highest) for pickup.

## Box Pickup

- When the agency's order is received via Total Recall, it will be checked 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 a reason has been given for keeping them longer, such as pending litigation or audit; and
  - The records do NOT have more than a 25-year retention.
- If any of these criteria are not met, the Accession Coordinator will contact the agency to correct any problems, if possible.
- Once all criteria are met, pickup will be scheduled within two weeks.
- When Records Center staff arrive to pick up 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 records within the Tallahassee area.

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 customer. This limit is established to allow the Center to serve all its customers in a timely manner. Requests received by 3:00 p.m. will be delivered by noon on the next business day. Agencies with critical deadlines or requiring higher retrieval limits should contact the Center.

## 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 Center will contact the agency to let them know that the records are ready. When arriving at the Records Center,

customers should go to the reception area in the front of the building, sign in, and obtain a visitor's badge. They will then be escorted to their records.

## **Refile Service**

To return records to the Records Center, customers must submit a refile work order using the Total Recall Web Module. Once the work order is received, the records will be scheduled for pickup within three working days. When the records are picked up, the customer will receive a signed copy of the work order for their records indicating that the records were returned to the Center.

## **Permanent Withdrawal**

An agency may have a need to permanently withdraw records from the Records Center because the records are needed for litigation, audit, or other reasons. 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 may not be returned for refile in the Center and will be removed from the agency's storage bill. Agencies wishing to store permanently withdrawn records in the Records Center at a later date must remove all old box and barcode labels and properly re-label all boxes. The boxes must be submitted via Total Recall as a new accession.

## **Final Disposition**

When paper records become eligible for disposition, Records Center staff will print Records Disposition Request notices and meet with the agency RMLO to review the dispositions and resolve any issues with the records. The RMLO will then take the disposition notices to the agency records custodian or his or her designee for signature. 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 notation on the transmittal work order attached to the disposition notice, indicating the reason for retaining the records (for instance, pending litigation or audit) 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.

If Records Analysis staff appraise state agency records listed on a disposition notice as having long-term historical or "archival" value, 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 disposition of the records, 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. The disposition notice is a permanent record and should be maintained by the RMLO or other designated agency personnel.

## 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, and
- 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 inspected and accessioned at the Records Center, individual rolls of microfilm and microfiche will be placed in acid-free storage containers.

#### 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.

For a list of acid-free box and envelope suppliers, contact the Records Center.

#### Labeling

Each individual roll transferred to the Records Center must be labeled on the box top with the roll number, type of records, and agency name.

#### Shipping

Tallahassee area agencies may contact the Center to have their film picked up 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 Center of intent to transfer microfilm records. The RMLO or designated staff member may write, call, or fax the Center to indicate the proposed date of transfer and the volume of records to be transferred.
2. Submit **Form LS5E201R1-2003, 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 Web site under *Publications & Forms*.
3. Tallahassee area agencies should send an original and one copy of the transmittal form to the Records Center 48 hours prior to pickup or delivery of



## Reference Service

Reference requests for microfilm records should be made by an agency employee, usually the Records Management Liaison Officer. If an employee other than the RMLO is authorized to make reference requests, the name and telephone number of the employee should be provided to the Records Center.

Reference requests may be made by fax, mail, or telephone. For fax or mail requests, the requestor should submit **Form LS5E203R1-7/2003, Request for Reference Service**, to the Center. This form provides space for up to 12 records. Records 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 Web site under *Publications & Forms*.

STATE OF FLORIDA DEPARTMENT OF STATE Division of Library and Information Services Form LS5E203R1-7/2003		FLORIDA STATE RECORDS CENTER  REQUEST FOR REFERENCE SERVICE	
SEND ORIGINAL AND TWO COPIES TO:  Department of State Records Management Mail Station 9A Tallahassee, FL 32399-0250 Or by Fax: (850) 245-6796		FOR RECORDS CENTER USE ONLY	
ATTENTION: Records Management Services		THE RECORD ITEMS LISTED BELOW WERE READY FOR PICKUP/DELIVERY ON  DATE	DATE REQUEST RECEIVED
1. TYPE OF SERVICE REQUESTED (Check One Only)		SRC STAFF INITIALS	
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			
2. BOXES AND/OR FILES REQUESTED			
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	9. RECEIPT FOR RECORDS LOANED OR WITHDRAWN 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

For telephone requests, Records Center personnel will complete the request form. 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:

- o Provides essential information needed to locate the desired microfilm records, and
- o May be used to obtain:
  - a temporary loan of microfilm records,
  - a copy or copies of microfilm records,
  - information from microfilm records, or
  - permanent withdrawal of microfilm records

After the request is received and the records located, the records will be delivered or mailed to the agency. If the records are to be picked up by agency personnel, proper identification as an agency representative must be provided.

If an agency requires a duplicate copy of their microfilm rolls or microfiche, they may contact the Center for this service.

## Return Service

If the records are to be returned to the Center, the agency must use **Form LS5E206R1-7/2003, Request for Return of Reference Service Work (Refile Service)**, available on our Web site under *Publications & Forms*. A sample form is shown below. This form should be completed and mailed or faxed to the Center in order for the records to be picked up by the Records Center. Otherwise, the records and the completed form should be mailed to the 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 Sumter Bldg. Rm 201		6. Date 09/15/2005	8. (a) Signature
7. Agency City of Tallahassee 430 Adams St Tallahassee, FL 32303			8. (b) Date

## Services for Electronic 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 records prior to the transfer. Some general recommendations for storage of electronic records are given below:

- Tapes and disks used to store information 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.

In the Electronic Media vault, the Records Center provides the proper environmental storage conditions for electronic records; however, it does not have the equipment necessary to ensure the retention of data on magnetic tapes. Therefore, it is the responsibility of the transmitting agency to manage the cycles of updating, re-use, and servicing of magnetic tapes sent to the Records Center for off-site storage.

Space in the Electronic Media vault is rented by the shelf. Each shelf holds up to six cubic feet of records.

### Physical Transfer

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

#### 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 disks 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

Tallahassee area agencies must drop off and pick up their electronic records at the Center. Agency personnel must provide proper ID, sign in, and be escorted to the Electronic Media vault to deliver or pick up their records.

Agencies outside the Tallahassee area, and others wishing to ship their records to the Center, are responsible for making all physical and financial arrangements for transfer

of electronic records to the Records Center. It is recommended that agencies use a registered carrier.

### **After-Hours Access**

Emergency after-hours access is provided at night and on weekends for materials stored in the Electronic Media vault. Agencies may contact the Center in an after-hours emergency at the after-hours phone number listed under *Location and Contact Information* in the *Introduction* section of this handbook.