



FRANKLIN COUNTY DOCUMENT IMAGING CENTER

2015 Annual Report



Recorder Terry J. Brown
Director Debra Willaman

Issued to the County Microfilming Board
and the Board of County Commissioners

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Introduction

Franklin County Recorder Terry J. Brown, Administrator of the Document Imaging Center, Debra Willaman, Director of the Center, and the Center staff are pleased to submit the 2015 Operations Report in accordance with Ohio Revised Code Section 307.805. This Section requires, “On the first Monday in April of each year the county recorder shall file with the county microfilming board and the board of county commissioners a report of the operations of the center and a statement of the receipts and expenditures of the Center during the year.”

Overview

Realizing the importance of image quality and availability in government documents, the Recorder’s Document Imaging Center’s vision is to provide unsurpassed document conversion and indexing services for Franklin County agencies. We strive for quality that equals or improves that of original documents. In this endeavor, we embrace new technology when it enhances quality, reduces costs, increases output, or allows added services. We focus on providing customers with options to capture, locate, and store images in formats that best meet their needs while ensuring archival integrity during the maintenance of the public’s records.

The Document Imaging Center

The 18 staff members of the Document Imaging center provide services including conversion of images from electronic, microform, or paper sources into electronic or microform images. (Microform is the commonly accepted term for use when discussing microfilm and/or microfiche.) Indexing services are available as requested. General Fund agencies are not billed for services or supplies provided by the Center. The Center also seeks non-general fund governmental agency clients to secure additional General Fund revenue.

Production data are classified as images produced from electronic, microform, or paper sources; and again this year we have included as production data the hours spent to prepare the millions of pages of paper for scanning. Electronic images are transferred to microform from files received from various agencies, via the county’s network. Microform images are scanned from archival microforms to create electronic images. Paper images are scanned and converted to microform, electronic images, or both. Microform masters are stored off-site in a secure, climate-controlled vault, in order to assure the preservation of important permanent records.

A core principal of the Center is to provide efficient, responsive, and fiscally sustainable government operations in the form of record maintenance, storage, and preservation. The Center works to achieve that goal in several ways. We instituted competitive bidding for our maintenance contracts, where possible, and have realized annual savings of nearly \$27,000 in 2013, and nearly \$28,000 in both 2014 and 2015. Staff analyzed equipment schedules and revamped the production schedule to realize electricity cost savings of over \$800 a year.

Why We Keep Records

In order to fulfill the mission of providing efficient, responsive, and fiscally sustainable record maintenance, storage, and preservation the Center has relied on microforms for permanent record storage and maintenance. This stable medium, when properly stored, has a usable life of 500 years. Retention periods are determined by individual agencies based upon laws, rules, standards, and best practices. These retention periods are reviewed and approved by the County Records Commission. The designation of a record's retention period as "permanent" has meant the record was kept on paper and kept forever, or microfilmed with the film being kept forever.

In order for electronic records to be deemed safe and secure in perpetuity, they must meet continually evolving critical standards for permanent preservation. These standards are addressing issues such as file conversion, digital degradation, digital obsolescence, file formats, future migrations, safe storage issues, and the metadata. Through 2015, the Franklin County Records Commission has not approved digital, electronic storage as a permanent preservation medium and, until these issues are addressed in a satisfactory manner, the Recorder will continue to oppose all efforts to do so within Franklin County. Until then, microform storage of permanent records is the most safe, secure, and cost effective way to preserve the public's records. The Ohio State Archivist's statement on electronic records can be found at: <https://www.ohiohistory.org/learn/archives-library/state-archives/local-government-records-program/electronic-records-resources/statement-on-maintaining-digitally-imaged-records->

Cost savings for microfilm storage are easy to see. One copy paper sized box holds about 2,700 pages of records. One roll of microfilm holds about 16,000 records and a box will hold 51 rolls of film, containing approximately 816,000 images. The cost is \$1.00 per month to securely store one box, whether it holds 2,700 sheets of paper, or 816,000 images of paper. It would take more than 30 boxes of paper to equal the images stored in one small box of forms, resulting in a 30:1 savings when agencies store microforms instead of paper.

In this report are the Center's production data, allocation and expenditure information, and the hours spent prepping documents for scanning for 2015. Equipment Technician F. Lee Ryan presents a review of the microfilming process with an overview of the advanced technology available to perform that work today.

In Conclusion

The Document Imaging Center thanks the Microfilming Board and the Board of Commissioners for their continuing support of this vital service. Our highly motivated production staff deserves recognition as well for their dedication to quality production. The Center is pleased to continue its work addressing the county's Records Management needs.

Respectfully Submitted,



Recorder Terry J. Brown, Administrator



Deputy Recorder Debra Willaman, Director

Expenditures & Revenue

DESCRIPTION	BUDGET TOTALS	EXPENDITURES
Salaries and Wages	\$600,117.16	\$616,202.87 **
* Sick Leave - Termination	\$0.00	\$18,412.49
* Sick Leave – Wellness Payouts	\$0.00	\$1,468.80
* Vacation - Termination	\$0.00	\$13,363.34
* Retroactive Adjustments	\$0.00	\$2,092.80
PERS Contributions	\$84,154.04	\$86,475.73
Medicare	\$8,728.84	\$8,175.47
* COTA Contributions	\$0.00	\$1,294.30
Other Fringe Benefits	\$253,081.44	\$259,455.90
Employee Benefit Contributions	(\$29,728.80)	(\$28,938.00)
Workers Compensation – Self Insurance Premiums	\$5,406.12	\$5,863.87
Data Processing Consultants	\$3,944.00	\$3,944.00
Voice Mail Services	\$390.00	\$422.50
Travel Expenses – No Overnight	\$0.00	\$99.80
Storage Facilities Rent/Lease	\$19,000.00	\$16,733.29
Equipment Maintenance & Repairs	\$5,000.00	\$4,011.96
Maintenance & Repair Agreements	\$109,375.00	\$107,554.80
Photographic & Micrographic Materials & Supplies	\$36,000.00	\$27,253.42
Equipment Replacement Parts	\$1,939.00	\$1,433.06
Capital Expenditures	\$153,482.00	\$151,682.00
Software Licenses	\$1,800	\$1,800
TOTAL	\$1,252,688.80	\$1,298,802.40
Total Revenue – Microfilm Copy Receipts	\$0.00	\$244.00

* Per County policy, these items cannot be budgeted in advance.

** Expenditures were larger in personal services and fringe benefits in the Microfilm program. However, there were sufficient appropriations in the Recorder’s budget to cover the variance. The Recorder’s personal services and fringe benefits did not exceed the revised budget.

The Production Report

The following pages comprise the 2015 production report. Total production in 2015 for the Document Imaging Center remained consistent from production in 2014, producing in the 13 to 14 million images range in both years.

In addition to the ongoing annual scanning of Prosecutor Criminal Case Files, substantial parts of our 2015 production were in scanning Prosecutor Juvenile case files and electronically imaging Probate case files from microfiche. These three groups of projects combined for nearly 2.7 million images (20.8% of total production) and 4,300 staff hours of document prepping.

While the addition of the new Archive Writer created a couple of unexpected hiccups, production is now moving smoothly with the Agency Servers category of production showing an increase over 2015. The addition of this new equipment will ensure seamless transitions as we continue moving toward decommission of the COM Recorder scheduled for January 1, 2018.

Following the production report is the Document Preparation Report. Document prep, for short, is key to production of scanned/filmed images from paper. It takes an average of 6 hours to prep one file box for scanning. In an ideal set-up, there would be three preppers working with each scanner.

This is our second year tracking document prep numbers and they are significant. In 2015, the DIC spent 7,245 hours prepping paper for all agencies, or over 905 days. For the Prosecutor's Office alone, we relieved his staff of over 533 days preparing their files for scanning.

Finishing this report is a historical overview of the microfilm process. Written by Equipment Technician F. Lee Ryan, it is a worthwhile read to understand microfilm's evolution.

Agency Servers	Masters	Duplicates	Images
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These projects are sent electronically to the COM/QA/Duplication department for filming. The images are checked for readability and produced on Microfiche for the clients.

Microfiche

Auditor

Accum Delinquent Duplicate-PPDQ	4	8	691
Adders/Remitters-PPDQ	9	16	35
Delinquent Duplicate-PPDQ	17	34	3,096
Payments-PPDQ	2	4	9
Payroll Accruals	100	100	20,057
Payroll Proofs	273	273	53,660
RC2 1980-2013	1	0	110
Transfers and Conveyance Sheets (RE)	5	35	692
	411	470	78,350

Clerk of Courts

Appeals Index	102	0	13,011
Civil Index	3,215	0	663,440
Criminal Case Dispositions Alpha	9	9	1,774
Criminal Case Dispositions Numeric	9	9	1,774
Criminal Index	144	0	23,647
Domestic Index	274	274	51,169
Juvenile Index	997	0	202,193
	4,750	292	957,008

Probate Court

Adoption Records	246	246	49,610
Confidential File Room Records	1	1	8
General Records	1,748	1,748	358,781
Marriage Records	141	141	28,189
Mental Commitment Records	108	108	21,020
	2,244	2,244	457,608

Agency Servers	Masters	Duplicates	Images
<u>Recorder</u>			
General Index	231	693	46,740
Official Records	4,016	9,449	810,432
	<u>4,247</u>	<u>10,142</u>	<u>857,172</u>
<u>Microfiche Totals</u>	11,652	13,148	2,350,138
<u>Roll Film 16mm</u>			
<u>Clerk of Courts</u>			
Appeals Daily (AP-1)	2	2	30,229
Appeals Daily (eAP-1)	10	10	142,590
Civil Daily (CV-1)	30	30	431,673
Civil Daily (eCV-1)	90	90	1,329,406
Civil Daily (Sealed)	2	2	28,787
Criminal Daily (CR-1)	10	10	151,686
Criminal Daily (eCR-1)	27	27	400,144
Domestic Daily (DR-1)	20	20	299,858
Domestic Daily (eDR-1)	30	30	444,819
Domestic Notices (DR-2)	4	4	44,225
Domestic Proofs of Issuance	4	4	29,160
Grand Jury Subpoenas	1	1	5,045
Juvenile Blue Mailers, Waivers & H.N.	5	5	41,578
Juvenile Daily (eJU-1)	59	59	873,901
Juvenile Daily (JU-1)	12	12	190,726
Juvenile Proofs of Issuance	5	5	75,959
	<u>311</u>	<u>311</u>	<u>4,519,786</u>
<u>Recorder</u>			
Official Records	121	0	1,260,360
	<u>121</u>	<u>0</u>	<u>1,260,360</u>
<u>Roll Film 16mm Totals</u>	432	311	5,780,146
<u>AGENCY SERVERS TOTALS</u>	12,084	13,459	8,130,284

Document Scanners	Masters	Duplicates	Images
<u>Electronic</u>			
<u>Auditor</u>			
23A 2014 Granted Auditor Decisions (RE)	0	0	3,947
	0	0	3,947
<u>Microfilming Center</u>			
Work Verification Forms	0	0	1,401
	0	0	1,401
<u>Treasurer</u>			
Address Change Cards	0	0	7,273
	0	0	7,273
<u>Electronic Totals</u>	0	0	12,621
<u>Microfiche and Electronic</u>			
<u>Auditor</u>			
1996 Annual CAFR Report	1	1	204
Transfers and Conveyance Sheets (RE)	130	917	19,109
	131	918	19,313
<u>Microfiche and Electronic Totals</u>	131	918	19,313

Document Scanners	Masters	Duplicates	Images
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Roll Film 16mm

Adult Probation

Closed Project Progress Files 2006	12	12	186,545
Closed Project Progress Files 2007	12	12	196,440
	24	24	382,985

Auditor

23A 2014 Denied Auditor (RE)	1	1	1,208
23A 2014 Granted Auditor Decisions (RE)	1	1	9,912
23A BOR Applications – Decisions (RE)	3	3	27,868
	5	5	38,988

Clerk of Courts

2008 Appeals Case Files	14	14	212,248
Appeal Case Files 2007 (boxes 35-77)	8	8	124,299
Criminal Transcripts (1992-2008)	7	7	28,305
Misc. Traffic Cases – Juvenile	2	2	34,551
	31	31	399,403

<u>Roll Film 16mm Totals</u>	60	60	821,376
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Roll Film 16mm and Electronic

Auditor

23A Decisions 2013 (RE)	2	2	12,367
BTA Closed Cases 2005-2009 (RE)	11	11	168,766
Inactive Ag District Apps 2000-2011 (RE)	1	1	157
Rental Exceptions – 2012 (RE)	1	1	13,007
Rental Registrations – 2012 (RE)	1	1	8,462
	16	16	202,759

Document Scanners	Masters	Duplicates	Images
<u>Domestic Relations Court</u>			
Family File Records	9	9	136,785
	9	9	136,785
<u>Prosecutor</u>			
PR-1 Criminal Cases 1997	22	0	354,871
PR-1 Criminal Cases 1998	45	0	727,818
PR-1 Juvenile Case Files 1997	17	0	273,183
	84	0	1,355,872
<u>Sheriff</u>			
1993 - 2011 Detective Bureau Env Case File	2	2	18,839
2012 Detective Bureau Investigative File	8	0	120,149
Sheriff's Personnel Files 2013	2	0	23,086
Sheriff's Training Records – Misc	1	0	15,457
SIU Investigative Case Files 2003 – 2011	7	0	103,111
	20	2	280,642
<u>Veterans Service Commission</u>			
Veterans Case Files 2010 - back	11	0	173,845
	11	0	173,845
<u>Roll Film 16mm and Electronic Totals</u>	140	27	2,149,903
<u>DOCUMENT SCANNERS TOTALS</u>	331	1,005	3,003,213

<u>Indexing Stations</u>	<u>Images</u>
<u>Indexed Images</u>	
<u>Prosecutor</u>	
PR-1 Criminal Cases 1997	311,459
PR-1 Criminal Cases 1998	595,441
PR-1 Criminal Cases 1999	215,242
	<hr/>
	1,122,142
<u>Veterans Service Commission</u>	
Veterans Case Files 2010 – back	183,101
	<hr/>
	183,101
<u>Indexed Images Totals</u>	1,305,243
<u>INDEXING STATIONS TOTALS</u>	1,305,243

Microfilm Scanners

Images

Microfiche Images

Auditor

23A 2014 Granted Auditor Decisions (RE)	10,854
	<u>10,854</u>

Board of Elections

Voter Master Files	370,367
	<u>370,367</u>

Probate Court

Case Files – Individual Client Requests	9,349
Case Files – 017693 – 487401 to Elec Image	177,509
	<u>186,858</u>

Sanitary Engineering

Archival Maps/Drawing Conversion to Elec	1,879
	<u>1,879</u>

Microfiche Images Totals

569,958

MICROFICHE SCANNERS TOTALS

569,958

Planetary Cameras	Masters	Duplicates	Images
<u>Microfiche</u>			
<u>Recorder</u>			
Condominium Plats	122	0	554
Plats	17	0	115
	<u>139</u>	<u>0</u>	<u>669</u>
<u>Microfiche Totals</u>	139	0	669
<u>Microfiche Images</u>			
<u>Recorder</u>			
Condominium Plats	5	0	15
Plats	1	0	13
	<u>6</u>	<u>0</u>	<u>28</u>
<u>Microfiche Images Totals</u>	6	0	28
<u>PLANETARY CAMERAS TOTALS</u>	145	0	697

Annual Prepping Report

<u>Agency</u>	<u>Project #</u>	<u>Project Description</u>	<u>Total Boxes</u>	<u>Total Hours</u>
APD	132	Closed Case Files 2007	115.5	501
AUDR	354	BTA Closed Cases 2005-2009	53	334.25
CCTS	434	Appeals Case Files 2007	27.5	206.5
CCTS	436	Criminal Transcripts 1992-2008	9	28.5
CCTS	437	2008 Appeals Case Files	82	468.5
DRC	2	Family File Records	43	249.75
PROS	129	PR-1 Criminal Cases 1997	115.5	753.25
PROS	130	PR-1 Criminal Cases 1998	364	2008
PROS	131	PR-1 Criminal Cases 1999	155.5	628
PROS	156	PR-1 Juvenile Case Files 1997	99	669
PROS	157	PR-1 Juvenile Case Files 1998	20	212.25
SHER	31	2012 Detective Bureau Investigative File	23.5	206.5
SHER	32	1993-2011 Detective Bureau Env Case File	9	58.75
SHER	33	Sheriff's Personnel Files 2013	9	119
SHER	34	Sheriff's Training Records Misc	3	61.5
SHER	35	SIU Investigative Case Files 2003-2011	19.5	278.25
VETS	6	Veterans Case Files 2010-back	52.25	462
		Total:	1,200.25	7,245

Total by Agency

<u>Agency</u>	<u>Total Boxes</u>	<u>Total Hours</u>
Adult Probation	115.5	501
Auditor	53	334.25
Clerk of Courts	118.5	703.5
Domestic Relations Court	43	249.75
Prosecutor	754	4270.5
Sheriff	64	724
Veteran's Services	52.25	462
Total:	1,200.25	7,245 **

**** 7,245 hours equals 905.5 work days ****

The Modernization of Microfilm



Some feel that microfilm is old fashioned; however, it is created with some very technically sophisticated equipment.

In the Document Imaging Center we use lasers and ultra-high resolution monitors to create archival images with a resolution of up to 126 million pixels. For comparison, an iPhone photo is 12 million pixels per image.

The microfilming process became popular in the 1950's with cameras much like the old family Nikon handheld. They were mounted in special housings, pointing down at a desktop or later inside a belt fed unit that timed its exposure to moving documents.

This was a major advance in the storage practices of the time. People had rooms full of boxes containing deteriorating and unorganized file folders. To replace these boxes with several rolls of film was refreshing.

However, these mechanical cameras often had exposure and feed problems. Image density was too dark or too light and they misfed paper and tore documents. Operators sometimes misloaded the film and lost hours worth of work.

Because the film could only be quality checked after it was chemically processed, a malfunctioning camera could affect many rolls before the problem was discovered by quality control personnel. The quality of the images varied greatly as they were sourced from different operators and different offices.

The documents were placed on microfiche cards or roll film, depending on the client's needs.

This was before computers were widely available, and back then, it was more convenient to search a fiche card for current information than to pull a folder from the file room.



Modernization

In 2002, high speed document scanners became available to the Document Imaging Center. This was a game changer.

High speed scanners offered us several advantages in quality and convenience. The newly created digital document became immediately accessible over a computer network, which was much faster than searching a closet for a fiche card or spooling up a roll of film.

The new scanners were connected to a personal computer and used software to clean and straighten each image without significantly altering it. Every image was perfectly exposed. Blank pages could be automatically deleted.

This improved image quality by an order of magnitude.

Also, quality control personnel could review each image before committing it to film and reorganize the images if necessary. Retakes and film splicing dropped considerably and the film handling errors disappeared.



Digital to Film

The digital image still needed to be converted to film for archival storage.

Enter the Archive Writer in 2004, a sophisticated device that uses a laser to convert the digital image into a high quality film image and then neatly fills the roll with up to 16,000 documents. The images are clean, straight, organized, and packed with maximum efficiency on a roll of film.

With the Archive Writer, storage efficiency also increased by an order of magnitude.

The DIC's film is processed here in our own photo lab. We do that to reduce turnaround time and to maintain control of the film quality. Our photo lab processed three kinds of microfilm in the 1990's, today we process two.

After a final quality check the film goes into a secure, climate controlled facility to await retrieval. Unlike a digital image, the microfilmed image will require no maintenance or conversion for the duration of its 500 year life cycle.

Microfilm made today is much higher quality than the microfilm with which you may be familiar. The old style film went into county offices for active retrieval, and still sits there. Some of it was made thirty years ago.

Today's high resolution film goes into a certified storage facility, while the newly digitized documents go directly onto your computer network for instant retrieval.

Microfilm Equipment Technician

All of this sophisticated equipment requires regular maintenance and repair. Some equipment requires factory authorized service to obtain parts and service manuals. Other equipment can be serviced in-house.

The DIC has had in-house service available for over 25 years, and it has reduced costs and improved response time considerably. Unlike IT, the Microfilm Equipment Technician (MET) focuses on microfilming processes across the county, and has the training to re-establish correct output of those systems. The MET is familiar with the parts and supplies needed for daily operation and keeps a constantly updated stock of those items.

The MET responds to help requests across several offices in multiple county buildings. Response time is usually less than an hour, while outside sources often take a day or more to show up. Obviously, this improves client productivity.

Why we microfilm

There is a train of thought that says the hippest and smartest people embrace the latest developments in technology. That each generation of technology will retire the previous generation. Newer is better. It also says that microfilm is old fashioned and that we should drop microfilm to archive our information digitally.

While microfilm is old fashioned, it is also an immensely powerful storage medium. At the DIC, our task is the secure storage of essential records.

It turns out that the latest technology is not always the best technology for our application. We know that five years from now, current technology will be old-fashioned and obsolete.

The absolute bottom line is: Can the information be retrieved?

Have you ever unexpectedly lost information stored on your computer? Almost everyone has. Electronic systems are subject to unexpected errors. Archived film has virtually none.

For archival storage, you do not want something that changes. That is the whole point. Secure storage is all about preventing changes to the stored information.

You want your information stored in a universal format that will not require special equipment to decode and whose physical storage medium does not corrupt over time.

Secure storage is about the needs of the next several generations who will be the ones to use the records. How well will we serve them?

Microfilm lasts up to 500 years. However, it already has major advantages over electronic storage.

- 1) It is eye readable. There is no need to decode file formats that change over time.
- 2) Strictly speaking, no electricity is needed to read it. It is here for emergency backup.
- 3) It requires no maintenance when stored properly. You can store it in a climate controlled environment and forget about it.
- 4) There are no conversion errors over time. If the information is stored digitally, the electronic file format will need to be updated regularly to remain accessible to new generations of equipment. Remember 5 ¼ inch floppy disks? Each time you convert 10 million images to another format, how will you verify that each and every record converted properly? Will employees verify each and every image? Even a one thousandth of one percent error rate will destroy 10,000 important documents. And you may not know which ones are lost until you try to open them.



- 5) Filmed images are more secure. A digital file can be modified and then presented as an original document. A filmed image, retrieved from an archive, is nearly impossible to falsify.

- 6) In the event of a catastrophic failure, the microformed images can be re-digitized and used to repopulate the failed networks. For archival storage, microfilm is more technologically advanced than the electronic storage available today.

Modern technology is rapidly changing, while microfilm is stable. Because we are serious about secure storage, we must continue to use microfilm for permanent record preservation.