

Recordkeeping Procedures for Files of: *The Town of Avon, Massachusetts*

Department: Human Resources (HR)



Submitted March 24, 2017

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INTRODUCTION

A personnel file is an employers' saved documentation of the history and status of the entire employment relationship with an individual employee. The employer maintains this employment documentation in a personnel file for these reasons:

- The employer wants to have accurate information readily available and organized when you need access to the information for any reason. Changes in emergency contacts, employee addresses, keeping track of performance evaluations, disciplinary letters, employee recognition, and employment application materials are examples of the kinds of information that the employer will want to be able to quickly access.
- The employer needs to retain documentation about personnel issues such as employee selection, performance, work history, compensation rationale, and internal promotion applications, to name just a few.
- An EEOC claim, a lawsuit or even the need to justify the lack of a raise or promotion to an employee requires that the employer has collected and retained this type of employee documentation.
- Some employee records are required by federal or state governments for employers to keep. Organizing the employee information in a personnel file makes sense for access and legal compliance and readiness.
- All Human Resource departments keep extensive records. The law requires HR to keep many of them for certain time periods. Employees are well aware that these records exist.
- Because employees know these records exist, they will want to view them from time to time to see what is contained in the files.
- Federal law, for instance, requires that records related to the Americans with Disabilities Act are kept separate from personnel records. Requiring everyone to go through a single source helps keep things consistent and legal.

As a general rule, having one gatekeeper to the records ensures that procedures are followed and are consistent. See Appendix A for retention guidelines.

EMPLOYEE FILE

The employee personnel file is the main employee file that contains the history of the employment relationship from employment application through exit interview and employment termination documentation. Only Human Resources staff and the employee's immediate supervisor and manager may have access to the information in the employee personnel file, and it never leaves the Human Resources office.

The employee personnel file is stored in a locked, fire-proof file cabinet in a locked location that is accessible to Human Resources staff.

The confidentiality of the employee information in the personnel file is of paramount importance.

Of all the company-kept employee files, the employee personnel file is most frequently accessed day-to-day for information by the employer, supervisor, or Human Resources staff.

Considerations Concerning Employee Personnel File Content

The fundamental principles and questions to consider when filing any document in an employee personnel file are these.

- Will the employer need a particular document to justify decisions if the employer was sued? Would the employer need the document in a court of law?
- Does the employee know and understand that the document will be filed in his or her personnel file? In most cases, employers ought to have the employee sign the document, not to signify agreement with the contents of the document, but to acknowledge that they are aware of and have read the document.
- No surprises, opinions, or personal notes about the employee should ever be placed in an employee personnel file. Just the facts, no speculative thoughts, belong in an employee personnel file.

Contents of an Employee Personnel File

Following are recommendations about the documentation that an employer should keep in an employee personnel file.

Employment History

- Job application
- Resume
- Resume cover letter
- Education verification
- Employment verification
- Rejection letter
- Position job description
- Job analysis records
- Job offer letter or employment contract
- Employment agency or temp agency agreement, if used
- Emergency contact information
- Signed employee handbook acknowledgment form showing receipt of employee handbook
- Checklist from new employee orientation showing topics covered and by whom
- Any relocation agreements and documentation

- Any contract, written agreement, receipt, or acknowledgment between the employee and the employer (such as a non-compete agreement, an employment contract, or an agreement relating to a company-provided car)
- Life of employment official forms including: requests for transfer, promotion, internal job applications, and so forth
- Any other documentation related to employment

Employee Performance Development and Improvement

- Copies of any performance appraisal used or employee development plans
- Employee self-assessments
- Records from any formal counseling sessions
- Notes on attendance or tardiness
- Performance improvement plan documentation
- Disciplinary action reports
- Employee recognition presented such as certificates, recognition letters, and so forth
- Employee formal suggestions and recommendations, organization responses
- Training records
- Requests for training
- Competencies assessments
- Training class or session notifications or schedules
- Needs assessments signed
- Training expense reports
- Complaints from customers or coworkers

Employment Termination Records

- Employee resignation letter
- Exit interview documentation
- Cobra notification
- Employment ending checklist
- Final accounting for all aspects of the employee's employment such as final paycheck, vacation pay, return of company property, and so forth.

RETENTION: (6 years after termination)

BENEFITS AND MEDICAL FILE

The employee medical file is the repository for everything that has to do with health, health benefits, employee health-related leave, and benefits selections and coverage for the employee.

The employer keeps a medical file separately for each employee. The contents of these files are never intermingled with any other employee file such as the personnel file.

Because the medical file contains sensitive and confidential information, it must reside in a safe, locked, inaccessible location.

The file cabinet that houses employee medical files should also lock and HR staff should have the only keys. Access to employee medical files is restricted to Human Resources staff only.

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires employers to protect employee medical records as confidential; medical records should be stored separately and apart from other business records. Never store employee medical records in the employee's general personnel file.

Because of the confidentiality of the information, records must be isolated from files that employees such as supervisors or managers may access.

Contents of the Employee Medical File

These are the types of items that should be stored safely away in the employee's medical file. If in doubt, err on the side of protecting the medically related information of your employees.

- Health insurance applications and forms
- Life insurance applications and forms
- Designated beneficiary information
- Applications for any other employee benefit that might require medical information such as vision insurance
- Requests for paid or unpaid medical leaves of absence
- Family Medical and Leave Act (FMLA) reports and related applications and paperwork
- Physician-signed FMLA paperwork
- Documentation about the illnesses of a family member or child for whom you apply for FMLA time to provide ongoing care
- Medically related leave documentation for employees who are ineligible for FMLA time off work
- Physician's examinations, notes, correspondence, and recommendations
- Medically-related excuses for absenteeism or tardiness from a physician

- Medical job restrictions with documentation from the recommending physician
- Accident and injury reports, including OSHA-required documents
- Workers' compensation reports of injury or illness
- Any other form or document that contains private medical information about an employee

RETENTION: (6 years after termination) (Combine with personnel file)

I-9 FILE

Form I-9, Employment Eligibility Verification is the form that is required by the Department of Homeland Security - U.S. Citizenship and Immigration Services (USCIS) to document eligibility for employment in the United States. As an employer, you must fill out an I-9 form for every employee that you hire. All employees, citizens and non citizens, hired after November 6, 1986, must complete Section 1 of the Form I-9 at the time of hire. The employer is responsible for ensuring that Section 1 of Form I-9 is timely and properly completed by the employee.

The employer must check employment verification and ensure Sections 2 and 3 of the Form I-9 are properly filled out, too. Employers must complete Section 2 of Form I-9 by examining first hand evidence (only original, unexpired documents) of identity and employment eligibility within three (3) business days of the date employment begins.

The employee must be physically present and his or her original documents must be reviewed in-person. The employee who reviews the original documents must sign section 2 of the I-9.

The form verifies that you have checked two approved forms of identification that prove the employee is legally authorized to work in the United States.

Employers or their authorized representative need to fill out section 3 when re-verifying that an employee is eligible to work in the US.

When rehiring an employee within three years of the date the I-9 was originally completed, employers have the option of completing a new I-9 form or completing section 3.

Periodically, you need to audit the I-9 forms to ensure that you have a completed form for every employee. You need to check for veracity and completeness and save evidence of the auditing and of any training that staff members completing or storing the I-9s have received.

Location of Completed I-9 Forms

You will want to keep all employee I-9s, and the accompanying documentation, in a separate personnel file for these reasons.

The government may inspect these forms. If government employees inspect your I-9 forms, you do not want to allow them access to your employees' private personnel files and the confidential information they contain.

So, in the interest of employee confidentiality and restricted access, isolate your employee I-9s in one folder that is specifically dedicated to I-9 storage.

This protects your employees' privacy and also saves the employer from potentially having to answer additional questions that are raised by the contents of the employee personnel file.

Current I-9 File Investigation

According to US Immigration and Customs Enforcement (ICE), the government may inspect your I-9s: "The administrative inspection process is initiated by the service of a Notice of Inspection (NOI) upon an employer compelling the production of Forms I-9."

"By law, employers are provided with at least three business days to produce the Forms I-9."

RETENTION: (3 years after date of hire)

CORI FILE

Criminal Offender Record Information (CORI), which consists of records and data in any communicable form compiled by a Massachusetts criminal justice agency about an identifiable individual that relate to:

- Nature or disposition of a criminal charge,
- An arrest,
- A pre-trial proceeding,
- Other judicial proceedings,
- Sentencing,
- Incarceration,
- Rehabilitation,
- Release

Criminal history registry files must be kept separate from the primary personnel file.

RETENTION: (7 years after employment)

(See Appendix B)

GRIEVANCE AND COMPLAINT FILE

Grievance and complaint files should be maintained separately. The Personnel Office and the Town Law Office should collaborate on the best procedure and location for the maintenance of grievance files and discipline records, and the process by which department heads are involved in any grievance and discipline record retention.

RETENTION: (6 years after action)

EMPLOYEE RECORDS ACCESS

All employees, former employees, and representatives of employees may view certain contents of their personnel file with advance notice to the Human Resources staff. Documents that relate to the employee's qualifications for hire such as the application, promotion, disciplinary action, and transfer may be viewed. Additionally, the employee may review policy sign off forms and training records.

Documents that the employee **may not review** include references or reference checks, records of any investigation undertaken by management, medical records, documents related to a judicial proceeding, any document that would violate the confidentiality of another employee, and documents used for employee planning.

An employee who wants to review the allowable contents of their personnel file should contact Human Resources with 24 hours notice (weekends excluded). Former employees, or people unknown to the Human Resources staff, must present identification and/or proof of permission to access the personnel file.

Employees must review their personnel files in the presence of a Human Resources staff person. Employees may not remove from the office any part of the personnel file.

The employee may request photocopies of the file or portions of the file. Within reason, the Human Resources staff person will provide photocopies. For extensive copying, the employee will need to pay for the photocopies.

If the employee is unhappy with a document in his or her personnel file, in the presence of the Human Resources staff person, the employee may write an explanation or clarification and attach it to the disputed document. Under no circumstances will HR staff or the employee alter the actual document.

The employee may also ask to have a document removed from the personnel file. If the Human Resources staff person agrees, the document may be removed. If the Human Resources staff person disagrees, the matter may be appealed.

EMPLOYEE REVIEW, CORRECTIONS AND PENALTY

An employer shall notify an employee within 10 days of the employer placing in the employee's personnel record any information to the extent that the information is, has been used or may be used, to negatively affect the employee's qualification for employment, promotion, transfer, additional compensation or the possibility that the employee will be subject to disciplinary action.

An employer receiving a written request from an employee shall provide the employee with an opportunity to review such employee's personnel record within 5 business days of such request.

The review shall take place at the place of employment and during normal business hours.

An employee shall be given a copy of the employee's personnel record within 5 business days of submission of a written request for such copy to the employer.

An employer shall not be required to allow an employee to review the employee's personnel record on more than 2 separate occasions in a calendar year; provided, however, that the notification and review caused by the placing of negative information in the personnel record shall not be deemed to be 1 of the 2 annually permitted reviews.

(See Appendix C)

DESTRUCTION OF EMPLOYEE AND APPLICANT RECORDS

All paper personnel records and confidential employee data maintained by the HR department will be destroyed by shredding after retention dates have passed; this procedure pertains to all personnel records. (See Appendix A)

Application materials submitted by applicants for employment who were never employed are also to be shredded.

Personnel records include electronic as well as paper records. The HR department will work with the IT department periodically but no less than twice annually to review and ensure that the HR department's electronic records relating to employee information and compliance reports are properly purged.



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April 21, 2017

Town of Avon
65 East Main St.
Avon, MA 02322

Attn: William Fitzgerald/Patricia Bessette

Dear Bill and Tricia:

Attached you will find our report on Records Management with regard to your archival records. As outlined in our original proposal, we have included a *comprehensive* records inventory, an analysis of your files and space, and some specific recommendations and suggestions. Wherever possible, we have included options that are viable, and where pertinent, price quotations and/or estimates.

We want to express our appreciation to *all* the people who were so helpful to us, who showed us around, answered our questions, and patiently cooperated in every way.

The appended report requires a series of decisions on your part. It may be necessary for oral discussions to precede these decisions, and we will be available for whatever time is needed to respond to your questions.

It should be pointed out that our suggestions are based on the best information that was available at the time. If conditions do change, we are always pleased to be informed and to update or change any of our recommendations.

We look forward to being of service to you, during and after the implementation of our suggestions.

Very truly yours,
KING INFORMATION SYSTEMS, INC.

Patricia M. Tigue
President

PMT/set
Attachment

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PREFACE

It should be pointed out that, in the interest of conserving time and saving money, we have avoided the compilation of a records inventory for those items that should be re-handled anyway. For example, it makes little or no sense to go through *all* of the archival storage boxes during the paid analysis or survey phase. Since our recommendation is going to include re-boxing, an index system, and literal "one-by-one" handling of each box, a by-product to be gained from accepting our recommendation will be a detailed and *easily* updated inventory of stored records.

Additionally, it should be noted that many small suggestions can best be handled on an oral basis and need not be in this report. Such recommendations have been made and will continue to be made during the implementation phase of the records reorganization project.

Many of our suggestions are primarily "human-related". By that expression we mean to convey the message that constant attention and policing are necessary to maintain any improvements that are made. ***A system is only as good as the people who maintain it!***

ARCHIVES

The town does **not** have a formal records retention program in place – **no** “customized” written retention schedule, **no** index or cross-reference system, **no** locator system, **no** destruction program.

Overall responsibility for the archives has not been delegated to anyone in particular. The individual departments are “more or less” responsible for purging and boxing up their own records, *as well as* for labeling the boxes. **AND**, there are no “standards” in terms of boxes *or* indexing, and no procedures for either adding *or* removing records to and from the various storage areas!

Records are stored in a wide variety of boxes, *many* 24 inches deep and *too* heavy, lots of odd size/some standard and check size boxes, *as well as* several assorted vertical/lateral file cabinets/storage cabinets, lots of three-ring binders, some assorted card files, *many* computer printout binders, few sections of “old” metal shelving, “**tons**” of bound/metal post ledger books, *many* assorted rolled/folded plans **AND**, lots of “batches”/“piles”! Indexing on the boxes, etc., *also* varies a great deal: title/date(s) *or*, title/year(s) *or*, title only *or*, department/ title only *or* – “lots” of our favorite! – **nothing at all!!!**

If all of the above weren’t bad enough, the indexing often appears on the top *or* side of the box, **so you can’t even see it when boxes are “stacked” *or* arranged on shelves!** **AND**, the contents of boxes *sometimes* do not even correspond to the indexing!! *Many* boxes *also* include a really “mixed bag” of documents – “**hodgepodge**”!!! Some boxes have also been left “open” after review,

many more boxes have just been “broken open” or “crushed” due to stacking, lots of *broken* and “*missing*” box lids **AND**, aisle space is *often* “blocked” by boxes/”junk”, making reference extremely difficult – **and “physical”!!!!**

The following archival records are all stored on-site at the town hall **but**, they are “spread out” between *at least* “**12**” separate areas: (A) storage room, (B) file room, (C) parks & recreation office, (D) selectmen’s office, (E) Frank’s office, (F) town clerk’s vault, (G) town clerk’s closet, (H) planning office, (I) IT office, (J) assessor’s office, (K) COA office, (L) POD.

(A) Storage Room – The entrance is approximately 40”wide, and the inner dimensions are approximately 167”wide x 190”deep/ceiling height, about 116”. *Some* boxes, etc. are arranged on a couple of sections of “old” metal shelving, *some* in three 36 inch wide storage cabinets, *some* wooden shelving, couple of vertical file cabinets, with lots of boxes simply “stacked” one on top of the other, *right on the floor!* Simply put, this area is a “**MESS**”!!

Our inventory revealed the following records:

- 1 odd box: bids received for rehab of Page St., 2007
- 7 24 inch boxes (1 “*broken*!”), 4 odd, 8 check size: turnovers, receipts/ reports, 2010-14
- 1 odd box: vendor & signed warrants/salary/checklist, FY’11
- 1 24 inch box: cash recon/receivable recon/gl, FY’11
- 4 24 inch boxes: payroll & vendor warrants, FY’11
- 6 24 inch boxes, 4 odd: time cards, 1987-88/2007-09/2011-12/2014-15
- 11 24 inch boxes: salary & vendor warrants, FY’10/FY’12-14

- 2 24 inch boxes: treasurer cash receipts, FY'15
- 1 24 inch box: financial statements/balance sheets/schedule A/DOE reports, FY'00-05
- 4 24 inch boxes, 1 standard: building permits, pre-1985/pre-1999/pre-2000
- 2 odd boxes: electric/gas/plumbing permits, 1998-2003/2006-10
- 2 24 inch boxes: revenue statements/revenues, FY'10/12
- 2 24 inch boxes: AP/payroll vouchers, signed warrants, FY'14-15
- 1 3 cube box: recaps, FY'05/fund files, FY'06/student activity, 2009, etc.
- approximately 60 assorted size computer printout binders/*some* metal post (approximately 164"), lots of "loose" sheets (approximately 16"): school payroll, 1980's-90's; town payroll, 1970's-90's; quarterly/ytd payroll, 1979; pension reports, 1976-77; school/town time sheets, 1981; real estate/personal property commitments, 1990's-2003; MVE commitments, 1990's-2004
- 3 24 inch boxes, 2 odd, 1 standard: ?
- 1 3 cube box: school renovation invoices, 2001-05 (*at least!*)
- 4 3-ring binders (approximately 12"): construction change directives/change orders, 2003-05 (*at least!*)
- 1 24 inch box: year end info, 2002-12
- 1 24 inch box: journal entries, FY'14-15/commitment #, FY'02-13/check & payroll checklists, FY'14
- 2 odd boxes: treasurer bank statements, FY'14-15
- 2 24 inch boxes: *more* payroll/AP vouchers, cash receipts, FY'15

- 2 24 inch boxes: *more* payroll/AP vouchers, FY'15
- 2 odd boxes, 3 small: ADP payroll reports/CD's, 1997-2000
- 9 assorted 3-ring binders (approximately 26"): payroll quarterly reports, 2004-05; payroll registers, 2000-03; well filtration; capital project expenditures, 2012; CDF-1 application, FY'12; water-area extension study, **1999**
- approximately 110 assorted size bound books (approximately 215")/
some metal post: real estate/personal property, 1975-1991; real estate/commercial/F.A./M.E., 1964-69; real estate, 1960; MVE, 1978-1985; cash, 1930's-70's; overseers of poor, early 1900's; accounting, 1970's; real estate valuations, 1950's-70's; payroll ledgers, 1970's; check registers, 1980's; tax lists, early 1900's; ledgers/classification books, 1969-1980; abatement records, 1970's-1990's; assessor minutes, early 1900's/1960's-90's; water consumption reports, 1982-84
- 1 odd box ("*broken*!"): assessor maps/8x5 abatement cross-reference cards, 1990's-2009 (*at least!*)
- 1 24 inch box ("*broken*!"), 3 odd (1 "*broken*!"), "pile" (approximately 15"): payroll salary cards (assorted sizes), back to 1940's-70's (*at least!*)
- "stack" (approximately 3"), 1 3-ring binder (approximately 3"): contracts, 2003-08 (*at least!*)
- 1 odd box: MLC's, FY'11-14
- 1 24 inch box, 1 8x5 metal drawer (approximately 15"): assessor property record/valuation cards
- 1 large box, 2 24 inch, 2 odd: approximately 81 plans/approximately 7

assorted size "loose" rolled plans; lots of *folded* plans!

- 1 Hon 2-door 36"wide storage cabinet/6 tiers: 14 *more* assorted size bound books (approximately 7")=real estate valuations, back to 1800's/old age assistance-pauper register, 1800's-early 1900's; "stack" (approximately 8") of personal property valuation cards, early 1900's-70's (*at least!*); 1 report binder (approximately 2")=property sales reports, 1971-1986; *plastic bag* (approximately 4")=newspapers (JFK), 1963-64; *plastic bag* (approximately 5")=historical commission info, 1980's-90's; 1 odd box/1 odd *wooden box*=annual town reports, 1960's-80's (*at least!*); 2 **mag tapes**=personal property/real estate, 1978-1979; approximately 35 *more* assorted size rolled plans/*some* folded (approximately 5")

- 1 Hon 2-door storage cabinet, same as above: approximately 84 *more* assorted size bound books (approximately 60")=personal property/mortgages, early 1900's; poll taxes, early 1900's; *more* real estate valuations, 1800's-early 1900's; index to marriages, early 1900's; marriage intentions, 1800's; MV/trailer excise, early 1900's; poll/personal property valuations, early 1900's; history of Avon; "stack" (approximately 7") of *poster boards* ("old" photos, etc.)

- 1 Hon 2-door storage cabinet, same as above: *more* annual reports (approximately 45"), back to 1930's-2012 (*at least!*); *more* Avon history books; lots of memorabilia...

- 2 standard boxes: ATM cases, 1983-1996
- 1 standard box; BOA, 2008-09
- 1 standard box: forms of list, FY'12

- 1 standard box: "assessor", FY'11 (?)
- 2 standard boxes: "2006-08" (?)
- 1 "loose" project manual: school renovation, 2002
- 1 odd box: water department "miscellaneous" (contract info/commitments, FY'08/service connection files/bill back-up, 2009)
- 2 odd boxes: *more* payroll, 2007-09
- 1 odd box: water contracts, 2007 (*at least!*)
- 2 standard boxes: BOA maps, 1989-2000
- 1 24 inch box/water department: test wells, 1980's/water testing, **since 1940**/well correspondence/contracts, 1970's, etc.
- 4 odd boxes, 7 small, 1 24 inch: BOS meeting tapes, 1989-2012
- 1 24 inch box: miscellaneous tax title redemptions/bankruptcies
- 1 odd box: water quality reports/test results
- 3 odd boxes: water billing records, FY'10/13
- 1 odd box: water cross-connections, 2000/terminations, 1990's/correspondence, **1995**/BETA, 1994-95, etc.
- 1 odd box/water department: *more* contract documents, 1986/ground-water monitoring results, 2005-06 (*at least!*)/leak detection survey, **1995**, etc.
- "loose" folders (approximately 8"), 1 odd box/water department: *more* test results, 1990's-2003 (*at least!*)/water quality reports, 2006-08/chemical treatment reports, 2009
- 1 odd box/water department: balancing reports/well & pump info
- 1 odd box: *more* school/payroll/vendor warrants, FY'11

- **1 standard box: "COA stuff", 2012 (?)**

- 1 standard box/water department: Walmart hydraulic calcs, 2012-13; Southworth-Milton Power, 2001; hydrant assembly records, 2002/2009; service records W. Main, 2002/2007; *more* contract documents, 2009; drinking water standards, **1995**; capital plan, 2001; valve record, 2011; bid forms, 2009, *etc.*

- 1 24 inch box: gl, 2012/revenue reports, 2013

- 1 standard box ("*crushed*" lid!)/water department: wastewater prevention, 2007; *more* contracts, 2001/2009-10; *more* bids, 2008-09; groundwater monitoring reports, 2007-11, *etc.*

- 1 standard box ("*crushed*"!)/water department: Scada service reports; Pond St. gate repair, 2007; Page St. project, 2007; loss prevention, 2005; MA highway permits, 2010/2012; Porter well inspection, 2011; trench permit, 2010; *more* bids, **1999**; #2 test well, 2006; Butler school project, 2004; water repairs, 2012; tank inspection, 2011, *etc.*

- 1 standard box ("*crushed*"!)/water department: qualification statements, 2012; *more* loss prevention, 2005; grant program, 2010; audit, 2007; leak detection, 2006; *more* contracts, 2001/2010; annual report, 2011; housing & community development, **1999**; Everett St., 2011

- 1 odd box/water department: billing back-up/payables, *etc.*, FY'11

- 2 standard boxes ("*broken lids*"!): back-flow testing, 1999-2012

- 1 odd *plastic crate*: Fincom, FY'08-09; balance sheets, 2010; management report, 2009; minutes/agendas, 2008-10; reserve fund, 2010; Fincom reports, 2009/2011; street list, 2007, *etc.*

- 1 standard box ("*broken lid*")/water department: Memorial Dr. spill, 2007/*more* bids/MTBE litigation, 2003/stormwater management, 2011/Earth Tech, 2004/leak detection grant, 2009/water quality report, 2011/Murphy Dr. project, 2009/water management permit, 2004/"old" E. Main repairs, 2007, etc.

- 1 standard box ("*broken lid*")/water department: *more* contracts, 2008-2009/tank inspections, 2007-08/hydrant reports, etc.

- 1 standard box/water department: site plans

- 1 standard box ("*broken lid*"): census, 2014

- 1 odd box: quarterly payrolls, 2008-12

- 1 odd box: treasurer receipts, FY'14

- 1 standard box ("*broken lid*"), 1 odd ("*broken*"): voter registration cards

- 1 4-drawer letter vertical cabinet/historical (2 drawers=supplies): 1 drawer=budgets, 2000-10/*few* bills, **1999-2004**/housing rehab program, 2011, etc.; 1 drawer=section 106 filings, 2013-14/project funds application, **1998**, etc.

- 1 4-drawer letter vertical cabinet/historical: locked

- 1 2-drawer 6x4 metal cabinet: employment-oath cards

- 1 Eichner microfiche tray/panels: MA tax license file, **1997**

- 1 24 inch box: MIIA insurance/bylaw committee minutes/community action statement/Pebasco info, etc., **1990's (at least!)**

- "stack" (approximately 5"): bid forms, **2002**/*more* contracts, 2001

- 1 standard box: workers comp closed case files

- 1 odd box: paid tax bills/abatements, **1990**

- 1 24 inch box: "old" town meeting, etc. tapes, back to 1950's

- 1 standard box: lots of folded plans/8x5 grantor-grantee index cards
- 1 odd box: **"hodgepodge"**!
- 1 odd box: veterans' services (benefit forms, 2009-12/checklists, 2006-2013 (*at least!*), etc.)
- 1 24 inch box/BOH: installer permits, 1975-1981/report of refuse & disposal, 1967/disposal works construction permits, 1965-1983/bills paid, **1986-88/***more* minutes, 1984
- 1 standard box: bills/deposits/time sheets/MAP reports, FY'11; formula grants, FY'03-09
- 1 24 inch box: Pond St. project, 2010-13
- 1 odd box/"**hodgepodge**": "old" job descriptions/correspondence re-tirement system, **1980's-90's**/street #'s, 1970's/*more* folded plans, etc.
- 1 standard box/assessor: *more* personal property valuation cards
- 1 odd box ("*broken*!"): personal property data sheets, FY'05/forms of list, 2005-06, etc.
- 1 odd box: centennial info
- 1 odd box ("*broken*!"): vaccine immunization records, 1990's
- **2 24 inch boxes: encyclopedia Britannica!**
- 1 24 inch box: "appears to be" selectmen correspondence/contracts/proposals, etc., back to early 1900's
- 1 standard box/assessor: recaps/recertifications, 1990-2007; vision contract, FY'07; map changes, 2004-05, etc.

(B) File Room (outside IT Dept.) – A *variety* of archival records is housed

in five 4-drawer letter size vertical file cabinets along with a few boxes, and our inventory revealed the following:

- 1 cabinet: *more* BOA case files (A-R by street), back to 1950's (*at least!*)
- 1 cabinet: 1 drawer=*more* BOA case files (S-Z by street); 1 drawer=street plans, A-Z (lots folded plans/form A/correspondence), back to 1960's (*at least!*); 1 drawer=street plan index, #1-98 (*more* folded plans/town maps); 1 drawer=electric, gas, plumbing permits, 2004-05/appointments & resignations, 1973-1980/civil service info, 1960's-70's/civil service results-employment authorizations, 1950's-70's/ucc terminations, 2001-02/Home Rule amendment, 1960's-1970's/Goeres Sq., 1966/info on building permits, insurance policies, contract bonds, 1950's-60's, *etc.*
- 1 cabinet: 1 drawer=tax title files (takings/redemptions/low value...), 1970's-2013 (*at least!*); 1 drawer=boards/offices correspondence, 1960's-2009 (*at least!*)/unemployment claims activity, **2001-09**; 1 drawer=bonds, 2003-07/subdivision rules & regs, 1964/MMA reports & proposals, **1980's**/old burial grounds/pesticides-herbicides regs, 1980's/property records, 2005-09/tax title audits, 1992-2008/management letters & financial reports, 1992-2011; 1 drawer=*more* management letters & financial reports, 1980-1998/deeds & plans, back to early 1900's/*more* tax title files, early 1900's/*more* Avon history/bills & receipts, **1889**/"miscellaneous" correspondence, **1954**/"old" contracts, back to 1960's/water bonds, 1800's/voters master list, 1972/foreclosure affidavit, 1949/75th anniversary report, 1963/*few vitals & burial permits, early 1900's!*

- 1 cabinet: 1 drawer=form A/B/C files, 1950's-80's (*at least!*)/inactive bonds, 1950's-2001/planning board general correspondence, **1950's-70's/more** subdivision regs, 1964/subdivision control law, 1960's-70's/zoning maps/zoning bylaws, pre-1972/bylaws & amendments, 1970's-80's/public hearings, 1960's-1970's/town agreements, 1970's, *etc.*; 1 drawer=census, **1985/more** zoning bylaws, 1977/*more* street directories, 1975; 1 drawer=*more* gas/electric/plumbing permits, 2011-15; 1 drawer=*few* more street deeds, 1800's/easements, 1970's/town deeds, 1800's-early 1900's/plot plan files, #1-248 ("tons" of folded plans)

- 1 cabinet: 2 drawers=bank statements, 2016; 2 drawers=cash receipts, 2016

- 1 odd box: census, 2016

- 1 odd box: bankruptcy

(C) Parks & Recreation Office – A *variety* of archival records has been transferred to this area due to relocation of offices, and the assorted cabinets have simply been "lined up" against the wall in a corner of the room.

Our inventory here revealed the following records:

- 1 5-drawer letter vertical cabinet (conservation): 1 drawer/"stack" of assorted wire bound reports/*loose* papers (approximately 10")=ENF, 2007/Walmart quarterly assessment, 2007/environmental Hybirkak status report, 2005/WPA forms 1 & 2, 2005/folded plans/RR optional plan, 2007, *etc.*; 1 drawer=*more* "stacks" of paper/wire bound reports/folded plans (approximately 10")=stormwater management (Harrison Blvd.), 2014/Hybrikak environmental report, 2012/correspondence, **2005-06**/Walmart quarterly assessment, 2006/WPA forms, 1998/

Buckley NOI, 2006, etc.; 1 drawer="lots" *more* folded plans/stormwater management study, 2011 (Howard St.), etc. (full); 2 drawers (active records)=property files/lots *more* folded plans, NOI's, studies, etc., #99-130 - #99-148 (full)

- 1 4-drawer letter vertical cabinet (conservation): 1 drawer (*lots* of supplies!)=environmental impact report, 2004/*few* guides & reference manuals, etc. (13"); 1 drawer/"hodgepodge"=paid bills, **1970's & 2001-10**/correspondence, **2005-10**/budgets, 2004-11/*more* WPA forms, 2008/*few more* publications, etc. (13"); 1 drawer (*more* supplies!)=*few more* folded plans; 1 drawer/2 3-ring binders (approximately 15")=Hybrikak environmental & status report, 2011-12

- 1 4-drawer letter vertical cabinet (Fincom): 1 drawer (*few more* supplies!)="general files" (correspondence, **2008-09**/minutes, 2008-09/reserve fund & transfers, **2008-09**/appropriations, 2008-09/Fincom info, 2008/TA report, 2007-2008/budget, 2008/ATM & STM, 2007-08/budget proposal, **2005**/personnel by-laws committee/P.O. account/accounting procedures report, **2003**/assorted contracts & agreements/auditor info, 2000-05 (*at least!*), etc.); 1 drawer="school info" (budget requisitions, 2000-06/correspondence, **2005-07**/Blue Hills minutes, 2002-05/summary of accounts, 2004/"Cheryl's reports", 2000/management reports, 2001-2002/latest school info, **2000**, etc.); 1 drawer="old files" (*more* minutes, 1996-2006/reserve fund, 2002-06/expenses, **2002-06**/management reports, 2004-2007/override election, 2005/department correspondence, **2002-06**/ATM & STM, 2002-06/*more* budgets, **2003-05**/website info, **2002**, etc.); 1 drawer =Fincom reports, 1953-2009 (*at least!*)/handbook, 2002/master plan, 1964 (12")

- 1 5-drawer letter vertical cabinet (3 "empty" drawers): 1 drawer=1 3-ring

binder, ATM, 2012; 1 drawer=few documents (approximately 3"), funds transfer request, 2012-13/Fincom minutes, 2012/budget, 2013-14, etc.

- 1 4-drawer letter vertical cabinet (locked): 1 drawer=personnel board forms/correspondence; 1 drawer=?; 1 drawer=more supplies; 1 drawer=personnel board "miscellaneous", **1960-1993** (more annual town reports, 1997/personnel handbook, 1958/salary surveys, **1970's-2000**/classifications, 1990/volunteers/correspondence, **1970's-90's**/minutes, 1970's-1989/personnel practices survey/more minutes-correspondence-proposed bylaw, 1966-68, etc.)

- 1 4-drawer letter vertical cabinet (locked): "sewer commission" (?)

- 1 7-drawer cabinet/2 rows per drawer (locked): water meter cards

- 1 5-drawer letter vertical cabinet (conservation-active): #99-27 –

#99-127

- 1 4-drawer letter vertical cabinet (planning board): 2 drawers=assorted department correspondence, A-O, **back to 1950's**/more BOA case files, 1970-1975/water study, **1964**/George Hoeg, 1970-75, etc.; 1 drawer=correspondence, P-Z/more BOA case files, 1985-87/few subdivision files, back to 1950's; 1 drawer=public hearings, 1970's-80's/more BOA case files, 1970's-80's

- 1 4-drawer letter vertical cabinet (housing): 1 drawer="general files" (recons, 2010-11/survey forms/grant management forms, 2009 & 2011-12/contractor forms & agreements, 2010-11/CDBG claim forms, 2010-11/schedule of bills payable, warrants, 2010-11, etc.) (full); 3 drawers=rehab program construction agreements, 2010-11 (*at least!*) (full)

- 1 4-drawer letter vertical cabinet (parks & recreation): 1 drawer=bud-

gets, 2007-16/Collum Electric estimate (flag lights), 2012/field permits, 2013-15/summer programs, 2008-14, etc. (15"); 1 drawer=schedule of payments to treasurer, 2009-15/proposal, 2014/management report, 2015/minutes, 2013-15/warrants, 2014-15/few program files (full); 2 drawers=supplies

- 1 odd box: water mains contract, **1985**/Rt. 128 traffic study, **1992**/info for bidders-"old" proposals, **back to 1960's**

- 1 5-drawer letter vertical cabinet (conservation): 1 drawer=*more active* files, #99-1 - #99-26 (full); 4 drawers=RDA files, back to 1990's-2014 (*at least!*) (approximately 54")

- 1 2-door 36" storage cabinet/approximately 54 bound books, *some* metal post, 14 assorted 3-ring binders, *few* wire bound reports, *few* computer printouts, etc. (approximately 116"): real estate fiscal (commitments), 1992-2009/MV commitments, 2006-08/real estate & personal property, 1990-91/real estate, 1888-1934 & 1970-76/real estate valuations, 1930's-60's/water commitments, 1998-2000/poll & personal property, 1940's-50's/water master list, 1999-2000/DOR-IGR's, 1980-2001

- 1 odd box, 1 standard, "piles" of *loose* papers/assorted folders (approximately 30"): ?

- 1 wooden plan storage box (8 openings)=approximately 47 rolled plans, *few loose "crumpled"* maps/plans!

- approximately 182 assorted bound books (approximately 331"): MA Reports/MA General Laws/MA Appeals, 1980's-2011 (*at least!*)

(D) Selectmen's Office – A *variety* of "inherited files" is housed in several

assorted vertical file cabinets located in the outer office *as well as* in a closet!

Our inventory revealed the following records:

- 1 4-drawer vertical cabinet/"**hodgepodge**": 1 drawer=Industrial Park Assoc., 2012/abatelements ambulance bills, 2007/National Fire Assoc. agreement, 2000/adult entertainment, 2002/lots street opening permits, 2006-13/Columbia Gas Rd. requisitions, 2015-17/Bay State Gas repair approvals-installs, etc., back to 2004 (*at least!*)-2015/curb cut approvals, 2012-15/yard sale permits & temporary signs, 2011/Champion City Recovery reports, back to 2003-14/town hall roof contracts, **1997**/Ikea meeting, **2003 (jammed full)**; 1 drawer=annual report licenses, 2002-04/economic development application, 1986-87/Media One, etc. (cable), 2000-16/AT&T Broadband info, 2002/Comcast renewal, 2008-18/cable TV hearings, 2007/Peer to Peer Tech Assistance grant, 2012/secretary position, **2001**/storm drainage system, **back to 1960's-90's**/CDBG grant applications, 2009-15/personnel board, **back to 1970's**/police & fire study committee, **1986**/pole relocation petitions, 2005-15/easements, 2003-04/Constellation New Energy service agreement, 2005, etc. (**jammed full**); 1 drawer=insurance claims/accident reports & "old" agreements, **back to 1990's-2016**/insurance proposals, **back to 2003**/BOS monthly management reports, 2007/veterans services agreement, 2015-16/veterans diplomas/lease agreement water department & AT&T/ water department job position, 2014/proposal water department review, 2012/Amtrak-spraying, **2005-07**/website, 2015/MTBE legal services agreement & documents, 2007-08/OBITS, **1998**/155 Main St., 2008, etc., (**jammed full**); 1 drawer=water tower cell RFP, **2008**/reappointments & letters of interest, 2003-

2009/town report legal notices, **1990's**/signed REAP forms, 1990's-2000 (13")

- 1 4-drawer vertical cabinet/"**hodgepodge**": 1 drawer=*various* project agreements (engineering, electric company, etc.), **2003-05**/assorted studies, **back to 1990's-2004**/public hearing Page St., 2006/Pond St. drainage improvements meeting, 2010/BOA tower appeal, 1999/Lutheran property assorted files (taking, etc.), **back to 1990's**/Resource Controls, **back to 1990's**/real estate appraisals, **1990's**/wastewater management plan, **2001**/W. Main rehab project, **2000**/bids for janitorial services, 2013/**pay telephone agreement**, **1987**/prices for town hall repairs, **1980's**/parking lot grant application, **1998**, etc. (**jammed full**); 1 drawer="lots" more agreements/bids/contracts, including fire & police, 2000-10 (*at least!*)/negotiations, 2003/grievances, 2002-07 (*at least!*)/police union contract & agreements, 2002-11/*more* executive secretary position applications, etc., **back to 1990's-2002**/firefighter contract & agreement, 2002-03/land acquisition, 1999/sale of surplus equipment, **2007**, etc. (**jammed full**); 1 drawer=town vehicle title files, **back to 1980's-2012**/STM & ATM warrant files, **1998-2005** (12"); 1 drawer="piles" of documents & envelopes (school committee agreement, 1996/budgets, **2001**/flood control improvement, **1999**/"lots" of *old* bids, **1990's**)/*box of photos...* (13")

- 1 odd box: *another* janitorial proposal, 2013

- 1 standard box/"**hodgepodge**": lots of street lists, back to 1980's-2003/Fincom reports, 2004-09/bylaws & committees, back to 1970's/management study, **1987**, etc.

- 1 36"bookcase/"**hodgepodge**": "stacks" (approximately 120") of as-

sorted folders/wire bound reports/3-ring binders=legal files/correspondence/publications/agendas/*more* Fincom reports/Old Colony improvement program/road safety audit/proposals/bids/specs/financial reports/contracts/traffic monitoring reports/engineering reports, 2002 (*at least!*)-2016; town code book, 1989; CDI application, FY'12; policies & procedures manual/selectmen correspondence, *etc.*

- 1 36"bookcase: lots *more* annual reports (approximately 36"), 1939-2015; 13 *more* 3-ring binders (approximately 35")=grants/roadway assessment program/open space/STM warrants, 2005-06/budgets, 2009 & 2011/ATM, 2008; *more* "stacks" of wire bound reports (approximately 30")=facilities plan, 2003/sewer rate study, 2004/transportation improvement program, 2003-07/rail station license plate study, **2002**/CEDS study, **2003**/wastewater management plan, 2004/municipal facilities study, 2004, *etc.*

- 1 36"bookcase: lots *more* wire bound reports (approximately 56")=*more* proposals/drafts/design studies, *etc.*, **back to 1998-2008 (at least!)**; approximately 28 *more* assorted 3-ring binders (approximately 60")=Spectra NOI, 2008/budgets, **2002 & 2008**/personnel bylaws, 2002/Cori policy grant application, **2003**/Holbrook school reorganization study, 2013/Media One application, *etc.*

- 1 36"bookcase: *more* wire bound reports/3-ring binders/assorted folders, *etc.*; approximately 102"

As far as the closet is concerned – ***an access "nightmare"!*** Supplies, boxes, "junk", *etc.* are simply shoved into this space right *in front of* two vertical file cabinets with records/binders, *etc.* just "piled" on top of these cabinets!! Addi-

tional records are arranged on a couple of wooden shelves installed right above the cabinets **and**, once again, lots of "moving" had to take place here in order to inventory the records!!!

Our inventory revealed the following:

- approximately 21 assorted 3-ring binders (approximately 70"): BOS minutes, 1959-2017; employment labor contracts; executive session minutes, 1977-2017; town counsel memos, **1970's-80's**
 - "stacks" (approximately 25") of *more* annual reports, 1980's-90's
 - 1 small box: financial statements, 1984/1996
 - "stacks" (approximately 24") of *more* assorted reports: radioactive waste, **1985/Citgo**, **1995/Old Colony** services agreement, **1996/court** report, 1983
 - 1 4-drawer cabinet: 1 drawer=Commonwealth of MA department assorted files (contracts/public hearings/correspondence/retention, **T. French, 1985, etc.**), **1980's-90's (jammed full)**; 1 drawer=Norfolk County assorted files (advisory board/hospital/retirement/sheriff, *etc.*), **1980's-2006/Blue Hills Regional School** assorted files/blank forms, *etc.* (**jammed full**); 1 drawer=correspondence, M-Z, **back to 1970's (at least!) (jammed full)**; 1 drawer (*couldn't access!*): ?
 - 1 4-drawer cabinet: 2 drawers=license files, back to 1990's-2007 (*at least!*); 2 drawers=correspondence, A-L, **back to 1970's (at least!)**
- (E) **Frank's Office** – Once again, there are a lot of "inherited files" here, housed in three assorted file cabinets as well as one bookcase.
- 1 5-drawer 36" lateral cabinet: 1 drawer/fed/state/county agencies=per-

mitting board (Kiddie Dr.), 2009/lots of general info, guidelines-central register/
 civil service, 2007/Cori certification/stormwater annual report, 2007-09/chapter 90
 funds, 2007, *etc.* (full); 1 drawer/departmental files, AFCSME-web page project=
 animal control (monthly reports, 2010/gl, 2011)/audits, 2006/Blue Hills Regional/
 BOA/BOH/Crowley school/fire department/police department/surplus equipment/
 street paving contract (bid, *etc.*), 2010-11/town hall-sprinkler inspection reports,
 2013-14/town meeting minutes, 2006/lots of correspondence, **2007-11, *etc.***
(jammed full); 1 drawer/alcohol license hearings, 2007 – W. Spring St., 2007=
lots of citizen correspondence, **2007-10**/Bayside Engineering, 2006-07/City of
 Brockton, 2007/Comcast-license renewal, 1998-2008/constables, 2011/E. Avon
 water mains, 2009/legal correspondence & case files, 2006-07/Ikea, 2006-2008/
 insurance claims, 2006/MIIA, 2007-09/Page St. construction phase services,
 2007-08/W. Main St. project, **back to 1998**/photocopier quotes, **2007**/So. St.
 project, 2006/stormwater permit & application, 2003/wastewater management
 (loan agreement/permit requests...), back to 2001-02, *etc.* (full); 1 drawer/refer-
 ence material=advertising, 2006-wastewater systems, 2005 (6")/"stacks" of pap-
 ers & folders (approximately 12")=transit authority amendment, 2013/street pav-
 ing bid, 2013/contracts (cleaning service, 2013/roadway rehab, 2007)/cell tower,
 2007-14/M. Malone legal file, 2010-11/hydraulics study, 2010, *etc.*; 1 drawer/per-
 sonnel issues=few employee files (approximately 5")/"stacks" of loose papers &
 folders (approximately 18")=water department, 2012/school proposal request,
 2013/sweeping, 2012/ambulance billing proposal & RFP, 2010/assorted bids,
 2010 (*at least!*)/Fema, 2010-14/Houhoulis-police detail, 2010, *etc.*

- 1 2-drawer 30" wooden lateral cabinet/"**hodgepodge**": 1 drawer=drug & alcohol testing policy-employee confirms, 2001/Fincom transfer requests, 2001-2002 (*at least!*)/insurance, 2001-02/town vehicle insurance forms, 2001/police & fire accident-health policy, **back to 1990's**/insurance proposals, **back to 2001**/highway job applications, **back to 2004**/community action statement, 1990's/grant info/bonds, back to 1990's/Champion Recovery LLC-site application & litigation, 2001-02/wastewater study, 2001/firefighters' grievance, 2000/firefighter chief contract negotiations, 2002/W. Main project amendments, 1998-2001 (*at least!*)/police negotiations, 2002/AFSME grievances, 2000-01, etc. (approximately 32"); 1 drawer=prop 2 ½ override, 2000/zoning bylaws/capital planning, 2002 (*at least!*)/health department, 1999-2001/Old Colony planning council, 2001-2002/budgets, **2000**/Cori forms, **back to 1990's**/Fema, 2001/personnel board-civil service list, police interviews **1984**, civil service requirements 2000, etc./curbside pick-up contract, 1997/waste contract, 2002/*more* assorted job applications, **back to 1990's** (approximately 32")

- 1 2-drawer 30" lateral cabinet: 1 drawer=*more* job postings, etc., **1990's-2003**/copies of Beacon, **2002-04**/water & highway projects, **2001**/Fema, 2003/HR-DOT training (EAP), **2000-01**/legal issues/lots of workers comp claim files, back to 2001 (*at least!*)/Bodwell St. contract & project docs, 2004 (approximately 21"); 1 drawer=highway budgets, **2001-02**/lots of insurance claim files, **2001-05** (*at least!*)/assorted complaint files, **2001-04** (*at least!*)/highway vouchers, **2001-2002**/Pitney Bowes agreement, **2001**/Network Plus invoices & correspondence, **2001-03**/Medicaid-No. River collaborative, **2001**/Crowley school project, **2000**/

self-help insurance policy, **1999-00** (full)

- 4-shelf 36"bookcase/approximately 27 assorted 3-ring binders: insurance, 2008-14/Emplan, **2002**/gl & budget, FY'07/town meetings, 2007 & 2013/ Page St. project reports/investigation, 2013/budget & CIP, FY'08/MCDBG, FY'09/ telecommunications cost review/water abatement application, 2000, etc. (approximately 51"); "stacks" of assorted folders/wire bound reports: STM, 2008-2011/ATM, 2008-11/budget, 2009/BOS meetings, 2008/budget worksheets, 2010/school change orders, 2013 (approximately 35"); lots more annual reports, back to 2001/*more* street lists/transportation plan changes, 2006/subdivision regs, 1990's/few annual reports *other towns*/Page & Pond drainage study, 2006, etc. (approximately 35"); *several* legal size expansion wallets=*more* workers comp claim files, 2003 & 2013/procurement procedure/budget, FY'12/few legal files, etc. (approximately 15")

(F) Town Clerk Vault (+ outer room)

- approximately 224 assorted bound books/*some* metal post (approximately 428"): "records", early 1800's-1900's; selectmen records/minutes, early 1900's (*at least!*); assessor minutes, 1940's-60's; minutes overseers of poor, early 1900's; street listings, 1954-2014; births, 1888-1997; index to births; BOH minutes/*some* birth records/milk license records, early 1900's; war discharges, 1917-19/1940's; marriage intentions, 1920's-50's; marriages, 1888-1980; index to marriages; town meeting minutes, 1974-1997; tax titles, 1940's-2005; overseers denials, 1800's-early 1900's; index to deaths, 1800's; deaths, 1888-1980; payroll deductions, 2004-10; several notes issued books; annual

reports, 1888-2014; payroll summaries, 2002; warrants, 2010-12; gl, 1981-1994/2000-12 (*at least!*); "FY", **1980's (*at least!*)-2002**; Acts & Resolves, early 1900's-60's; real estate/personal property, FY'05-09

- approximately 117 assorted size 2-3-ring binders (approximately 222")/
some metal post: *more* marriage intentions, 1941-2017; births, 1998-2016; marriages, 1981-2016; pole locations, 1962-1994; death certificates, 1981-2016; payroll quarterlies, 2013-16; payroll year end reports, 2014-15; MIIA bills, 2015-16; deferred compensation plan; retirement guidebooks

- "stacks" of assorted folders/reports/*some* "loose" papers (approximately 37"): financial statements, 2008/2012-13; journal entries, 2006-08/2011-13; school project invoices, 2013; management letters, 2012; internal controls, 2007-2008; property record, 2008; collective bargaining contracts, 1970-71; officers tenure, **1974**; *more* annual reports, back to 1800's; general bylaws, 1970's; granted appeal, 1985; tax titles "disclaimed", 1970; births/marriages/deaths registered sheets, 1800's-early 1900's

- 1 small box: closed bank accounts

- 6 assorted envelopes (approximately 4"): census back-up disks, **1980's**

- "batch" (approximately 3"): *more* expired business certificates

- 1 small box: processed checks, 2015

- 2 odd boxes: early voter envelopes

- "stack" of kraft envelopes (approximately 14"): ballots, 2015-16

- 1 wooden tray/CD's (approximately 13"): wage & tax registers, 2000-03/

vendors/W-2's, 2002-13

(G) Town Clerk's "Closet" – This small closet is located off the meeting room, and our inventory revealed the following:

- 2 standard boxes: selectmen minutes, 1997-2010 (***scanned***)
- 1 standard box/*more* minutes: school building committee, 1968-1974/
2002-05; school committee, 1974-2010
- 1 standard box/*more* minutes: parks & recreation, 1988-93/personnel board, 1976-1980/planning board, 1957-1985/police civil service study committee, 1984-85/recycle committee, 1990-93/board of registrars, 1989/sewer commission, 1975-78/water commission, 1981-86
- 1 standard box: bylaw committee minutes, 1976-1984/parks & recreation minutes, 1968-1994/planning board minutes, 1957-1985; street numbers, 1976-1981/town clerk's septage haulers info, 1981/town hall building committee minutes, 1973-76/water department minutes, 1976-1981 (***scanned***)
- 1 standard box/*more* minutes: BOH, 1972-1981/conservation commission, 1972-77/Fincom, 1970-1985
- 1 24 inch box/*more* minutes: Blue Hills Regional school, 1995-2010/
board of assessors, 1994-2010/BOH, 1994-2010/bylaw committee, 1980-2009/
cable TV, 2008/capital planning committee, 1995-98/conservation commission,
1994-2008/COA, 1994-2010/advisory board, 1997/cultural council, 1994-2010/
Fincom, 1994-2010/historical commission, 1996-2008/industrial development
committee, 1994-99/library trustee, 1994-2010/local emergency planning, 1999/
Old Colony Metro Planning Organization, 2005-08/parks & recreation, 1994-
2010/personnel board, 1994-2000/planning board, 1998-2009/board of registrars,

1994-98/senior center, 2005/sewer commission, 1974-1999/veteran's memorial commission, 1993-94/water commission, 1994-2007

- 1 odd box: *more* BOH minutes, 1986-1993/1997-2013; regs, 1976

(H) Planning Dept. – There are a few boxes simply “stacked” on top of file cabinets with additional archival records housed in assorted file cabinets.

- 1 standard box: zoning amendments, 1970's-80's/agendas, 1976-1986/ correspondence, **1980-83**/budgets, **1987-88**/secretary's file, **1984-85**/bylaw amendments, 1983

- 1 standard box: correspondence, **1977-79**/expenses, **1997-98**/budget summaries, **1995-98**/schedules of payments, paid bills, **1990's-FY'03**

- 1 standard box/subject file: undeveloped land invoice, 1992/assorted reports, **1960's-70's** (storm drainage, master plan, etc.)/public hearings, 1990's/ special permits, 1990's/adult entertainment/zoning/workers comp, *etc.*

- 1 standard box: legal notices, 1980's-2001; S. Kelly vs. planning board; attendance book, **1995-96**; approved articles/pending, 1990's; *more* correspondence, **1970's-90's**, *etc.*

- 1 odd box: BOA case files, 1990-92

- 1 odd box: street file – *more* folded plans/form A, copies of building permits/correspondence, etc., back to 1970's (*at least!*)

- 1 small cabinet (3 letter size drawers/1 cabinet): 3 drawers=*more* BOA case files, 1988-1997; cabinet/few folders (approximately 5")=BOA rules & regs, 1985/notices of hearings, decisions, 1980-85/BOA minutes, 1970's-80's

- 1 5-drawer letter vertical cabinet: 2 drawers=*more* BOA case files, 2007

-2016; 1 drawer=zoning bylaws, 1980's-2011/master planning project, 1998/minutes bylaw committee, 1970's-80's/bylaw committee correspondence, **1970's-1980's**; 1 drawer=energy management payment requests, **back to 1990's**; 1 drawer=planning board minutes, 1953-1982 & 2007-present/Old Colony meeting agendas, 2009-11

(I) IT Office – A few archival records can be found on some wooden shelving, “mixed in” with assorted supplies:

- approximately 29 assorted 3-ring binders (approximately 121”): town/school quarterly payrolls, 2005/2007-12; year end reports, 2004-12; wage & tax registers, 1998-2003 (*at least!*)

- several wire bound reports (approximately 8”)/few more folded plans (approximately 10”): engineering reports/impact reports/letters of transmittal, etc., 2005-13 (*at least!*)

- “stacks” (approximately 58”) of annual town reports, 1960's-2014 (*at least!*)

- 1 odd box (“crushed”!): K-Mart renovation, 2013
- 1 odd box/3-ring binders: environmental reports, 2002-09 (*at least!*)
- couple of “loose” folders (approximately 5”): *more* quarterly payrolls, 2005-06/election worker 1099's, 2007

(J) Assessor's Office – The majority of the assessor's archival records was previously noted in the inventory of the “storage room”, but there are a few additional archival records housed in the department:

- 2 standard boxes: “assessor's”, FY'14 (?)

- 1 4-drawer letter vertical cabinet (1 "empty" drawer): 1 drawer=recertification, 2005/assessor reports, **back to 1970's**/county tax, 1997-2008/more BOA decisions, 1999-2009, etc.; 2 drawers=ATB case files closed, 2000-16

- "stack" (approximately 10") of assorted folders: new growth, 2013-16

(K) COA – There are only a few archival records stored here, all housed in just two drawers of one 4-drawer vertical letter cabinet: 1 drawer=3 3-ring binders (approximately 9")=warrants & deposits, FY'13-15/1 5x3 metal file (approximately 16")=cross-reference file; 1 drawer=bills payable, **2000-08** (approximately 13")/few time sheets, **2008**/"stack" of hanging folders-assorted inner folders (approximately 6")=Outreach client files, back to 2009 (*at least!*)

(L) "POD" - Additional archival records are stored in one of our "favorite" places – a "pod" located in the parking lot! The "good news" is that all of the archival records are stored at the *front* of the POD, not far from the door, as the *majority* of this space is used to store "old" equipment and furniture, etc.!

Our inventory here revealed the following records:

- 1 4-drawer letter vertical cabinet/water department: 1 drawer="appears to be" A-Z vendor file (invoices/correspondence/etc.), 2001-12 (*at least!*); 2 drawers=plans (*lots folded*), A-Z; 1 drawer/"**hodgepodge**": contracts & proposals, **1960's-70's**/legislative committee water supply, **1980**/Rt. 28 main replacement, **1980's**/article files, 1978-79, *etc.*

- 1 4-drawer letter vertical cabinet/water department: 1 drawer=equipment files (purchase orders/literature/specs/correspondence/bids, etc...), **back to 1980's-2012** (*at least!*); 1 drawer=water receipts, 2013/well #3 shop draw-

ings, 2008/proposed Walmart extension, 2011/generator quotes, 2014/Dig Safe tickets, 2012-13/Page St. notice, 2007/guide to MA Public Records Law, 2009/hydrant flushings, 2006-13/job applications, 2012; 1 drawer=water chemical reports, 2013/meter readings, 2011-13/staff meetings, **back to 1998**/STM, 2009-2011/budgets, **2000-13**/town meeting articles, 2000/completed well forms, back to 1990's/couple of employee files, back to 1990's; 1 drawer=water rate hearing, 1997/water commitments, 1999-2002/water repairs, 2011/mark-outs, back to 2000 (*at least!*)/water leaks, **back to 1990's**, etc.

- 1 5-drawer letter vertical cabinet: 1 drawer=backflow maintenance & inspection forms, 2012-13; 1 drawer=backflow prevention, 2012-13/backflow payments, 2012-13/cross-connection info manual, **1998**/cross-connection annual report, 1993, etc.; 1 drawer=bacteria samplings, 2014-16/RI Analytical, 2014/monthly tank inspections, 2013-14/chain of custody, 2014-16/cross-connection survey reports, 2012-13; 1 drawer=turnovers, 2013-15/payment adjustments, 2014-15; 1 drawer=minutes & agendas, 2008-11/department meetings, **2002-2010**/department correspondence, **2000-11** (*at least!*)

- 1 standard box: awards program, **1997-2003**/wellhead grant programs, **1999-2000**/consumer confidence reports, **1998-2004**

- 1 standard box: *more* wellhead grants/reports, **1999-2002**; water shut-offs, **1999-2000**; complaints, **1997-2000**; CDAG grants, **2001**; radionuclides, 2010-14; synthetic soc's, 2007-14, etc.

- 1 standard box: secondary contaminants, 2007-13/bacteria tests, 2010-2014/VOC's (volatile organic compound), 2006-14, etc.

- 1 standard box: DEP (permit reviews), 1990-2000/Amory Engineers,
1976-1994/DPW road permits, 1950's-90's/WDA-connection files, 1980's-90's
- 1 standard box, 1 large: ?
- 1 odd box: "J. DeMarco" *old* files (BOS), **1990's**
- 1 standard box: open space plan, 1999/conservation minutes, 1970's-
2012/personal property & real estate, 1984-85/*more* annual reports, 1970's-90's
(*at least!*)

RECOMMENDATIONS

The establishment and maintenance of a comprehensive record retention program *is* an absolute necessity. Constantly changing laws and regulations, as *well* as new methods of automating records, all combine to "fog the air". No outside consultant can actually solve the problem.

We have reviewed the state record retention schedules **AND**, there are really three big problems: (1) schedules are not "all-inclusive" – some records discovered during our inventory are not even referenced; (2) terminology and indexing are **often** inconsistent; (3) you are not adhering to *many* of these guidelines!

The bottom line is that a proper retention schedule should be created *and* "customized" to include not only information that is covered by laws/regulations but, *additional* information that is actually reflected in your files. **AND**, the terminology needs to be standardized – it is **not** unusual to find a record referenced by **more than one name** – CONFUSING! *If* you adopt our upcoming recommendations, then this step would be addressed as part of the labor. Our archives supervisors can be *extremely* helpful during any conversion, as they are trained to assist in "weeding through" the gray areas. Necessary questions would be asked in order to determine the necessity of retaining certain documents and for how long, such as alternative "back-up" documents, level of reference, and so on.

Next topic, **microfilming**. Simply put, any either semi-permanent or permanent records *are* "ideal" candidates for filming! **AND**, during our inventory, we discovered *several* proper film candidates located throughout the various storage

areas:

- payroll/payroll registers/employee earnings records
- audits/financials
- assessor property cards
- minutes to meetings
- zoning/BOA case files
- legal files
- licenses/permits
- pole locations
- tax titles/tax takings
- vital records
- historical bound books
- *etc.*

By filming the preceding list of records, you not only preserve the *integrity* of these documents, but you will *also* “free up” the equivalent of approximately two sections of shelving at the same time – “**WOW**”!

Our suggestion is that you establish a yearly budget for microfilming to address the backlog, and turn the filming over to us, as no one on your staff has time to undertake such a project. Our costs for regular microfilming are \$48.15 per thousand documents, \$43.25 per thousand documents/automatic feed, \$55.37 per thousand documents for computer printouts/rotary hand feed, and \$19.98 per duplicate roll, which should be created for security purposes and stored off-site. The filming cost *also* includes the proper destruction of docu-

ments upon approval from the state. Any preparation work (removal of staples, paper clips, reordering of material, repairing tears, etc.) is billed at \$162.00 per day. This last step can be eliminated by having your own staff prep the material before we take it to our lab.

Next, proper indexing should *always* be completed when filming is done. It is absolutely imperative that targets and indexing of rolls and boxes be done as a matter of routine. A history of transactions is totally useless if it is impossible to find anything! When we do microfilming for our customers, the camera operator feeds a target into the camera *every ten feet*. Thus, a "ten-point indexing system" is established. For example, the top of the box would be labeled with the roll number and the contents of the roll: "Roll #117 - Minutes to Meetings, 1991". The ten reference points would then be listed on the label applied to the side of the box as follows:

- | | |
|---------|-----------|
| 1. 1/91 | 6. 7/91 |
| 2. 2/91 | 7. 9/91 |
| 3. 4/91 | 8. 10/91 |
| 4. 5/91 | 9. 11/91 |
| 5. 6/91 | 10. 12/91 |

Now let's talk about the legality of microfilm as it pertains to the storage of hard copy records that have been filmed. You will be happy to hear that there is a statute that has been adopted by *all* 50 states, which says that microfilm is legal, *with the exception of original loan notes* and with a few big "ifs":

1. filming is done in a business like manner
2. film is indexed, cross-referenced, and labeled properly

3. appropriate facilities are provided for preserving and inspecting
filmed records

4. adequate equipment for viewing the records is available

Some of the "ifs" are rather vague, but the key point is that film must be in-
dexed, labeled, and stored properly so that reference is fast and efficient. *If* this is
the case, *then there is no need to keep both the hard copy records and the pro-*
cessed film of the same records! We also want to point out that ***you are much***
better off destroying records when you can as opposed to holding on to them
indefinitely!! As long as you have the records (hard copy, film, e-mail, fiche, disk,
etc.), the records can be subpoenaed, and you could be subject to fines, and so on.
In addition, "unnecessary" time is spent researching information that ***you shouldn't***
have anyway! All of these things can be avoided by adopting ***and*** following a for-
mal schedule of retention.

Archival records should be stored in a central location whenever possible.
AND, with a realistic microfilm program along with an honest approach to ***purging***
the archives, the amount of shelving and the number of boxes required *could be*
somewhat reduced!!

However, there is a series of problems with the manner in which records are
currently being stored. Let us list some of the more *obvious* ones:

1. proper indexing is ***not*** done
2. there is ***no*** location index
3. destruction dates are ***not*** assigned
4. *many* boxes are too long and too heavy to allow

for easy access and reference

5. box numbers are **not** assigned
6. aisle space is *often* "blocked"
7. too many "**space-consumptive**" file cabinets!
8. too many "**piles**"!

Now, let us look at some "step-by-step" solutions. Number one is to have our records supervisor and staffer re-box records (as needed), and index those items which need to be retained according to guidelines. Any candidates for micro-film will be identified, and what is "left over" will simply be set aside for destruction (*with your approval, of course!*). This would include going through **all** of the records outlined in the inventory section!

Material to be saved should then be boxed in *standard records cartons*, which are "human-engineered". We *strongly* recommend a **15x12x10** box with lid for many reasons:

- lid type boxes make references *infinitely* easier
- boxes are much lighter *and* easier to handle, and *at the same time*, strong and durable
- ability to store both letter and legal size
- maximum space utilization
- when purchased in lots, they cost only a fraction of what you pay for those 24 inch deep boxes

A "**pat on the back**" here, as at least a *few* of your records are already stored in the appropriate size box – approximately 46! All of these boxes will simply be in-

corporated into the *new* archives system "as is", only correcting indexing where necessary.

The next step is to establish **and** maintain a proper indexing system, *as well* as procedures for adding and retrieving records to and from storage. AND, based on the size of your archives, our "**computerized indexing and retrieval system**" is definitely the answer! An alphabetical listing of records, cross-reference listing by box number, department listings, destruction schedule are only *some* of the reports included in our archival three-ring binder with a companion disk as an option. We have brought along a sample log as part of our demonstration.

We also want to mention that it is not necessary for boxes to be returned to the *same* place on the shelving from which they were removed. The archival log can actually be used as a "locator record", allowing you to place a box being returned in the first available space, thereby saving time. *The location is simply changed in the log!*

Based on the number of people and offices involved in your archives, another important component of the system is the use of a records transfer/request form, which would accompany each box forwarded to storage. The archives staff would record the box number on this form, and then return a copy of the form to the department. This procedure would enable departments to request boxes *by number*, thereby eliminating the need to search for records by title, which is very confusing. People often request records by the wrong titles, and there are often *multiple* boxes with the same title, both of which result in a *lot* of wasted time searching for records! We have brought along a sample form for your review.

In any case, it is crucial that either a person or "team" of people be delegated the responsibility of maintaining the archives system – ***someone needs to "own it"!*** Anyone needing access to the storage area, or who needs to add material to the archives, must check with the person(s) responsible for the log book ***before*** accessing the stored records in order for a proper inventory to be maintained.

Once boxed, material should be stored on "real" archives shelving for maximum space utilization and ease of finding, 76"high x 42"wide x 30"deep. Your existing shelving is simply ***not*** conducive to proper archival storage! Having said that, the amount of *new* shelving and the number of boxes required depends on how "ruthless" you are with ***purging***. Since we could not possibly know just how much - ***if anything!*** - you intend to discard, or how much material will be microfilmed, we have outlined the equipment and supplies that would be necessary if you decided to retain everything, "as is".

Therefore, our recommendation is the purchase of **10** sections of *standard* archives shelving to be installed in the "storage room" *in place of* all of the "old" shelving and cabinets. This room does ***not*** provide for significant growth but, with proper destruction *and* microfilming, it will work for the "short term". Each of these sections will be able to hold four adjustable shelves, each with three boxes across/two high/two deep, for a total capacity of 480 boxes. Total cost for the new equipment, including installation, is \$4,040.00, plus shipping.

We want to stress that you ***do*** have sufficient room for a proper records storage system on-site! ***AND***, by adopting our preceding recommendations, any

boxes/"piles" of records presently "cluttering" departments (*as previously noted in the inventory section!*) would be GONE, as well as many of the file cabinets "cleaned out". **AND** you will be able to *dramatically* reduce the number of areas where records are presently stored from *at least "12" to only one*, thereby making your records *much* more accessible, manageable, **and** secure!

Now, the *really* "**GOOD NEWS**" is that the number of stored boxes could be **greatly** reduced **IF** our recommendations regarding the microfilming of records previously listed, as well as the destruction of old records that have already *surpassed* the retention guidelines, are adopted! For example: paid invoices, *back to 1980's*; correspondence/"general files", *back to early 1900's*; budgets, *back to 1980's*; insurance files, *back to 1990's*; "old" bids/proposals/ studies/projects, *back to 1980's*; job applications/descriptions, *back to 1980's-90's*; ucc's, *back to 2001*; time cards, *back to 1980's*; "inherited files", *back to 1960's*, just to name a few! Between film-
ing and destruction, at least the equivalent of 185 standard size boxes of records
are involved - **WOW!!** A more precise count would be determined by our archives staff.

Labor to convert the records will require an estimated 26 days with our archives supervisor (15 days), who is billed at \$525.00 per day, plus expenses, and one of our staffers (11 days), who is billed at \$350.00 per day, plus expenses. Such labor will include creating new boxes, indexing, incorporating about 46 *existing* standard size boxes into the new system, reorganizing all boxes/books, etc. onto *new* shelving, and reviewing all boxes for microfilm and destruction candidates. The computerized indexing system will *also* be created, a locator record will

be included for each box, and any costs for disposal, etc., will be on a "pay as you go" basis.

You will also need to purchase several supply items: (1) 420 15x12x10 boxes at \$3.45 each; (2) 100 map/plan boxes at \$3.54 each; (3) 100 box labels at \$41.50 per C (*allows you to easily re-use boxes!*); (4) 8 1/2x11 transfer/request forms "kit" at \$55.30; (5) security tape, \$64.00; (6) computerized indexing system/log, \$950.00.

All staffers should be instructed on the proper packing and indexing of a box (***no more indexing top/side of the box!***), and prior to a box being placed in storage, a log entry must be made. While on the topic of proper packing, we *also* want to point out that only the *same* categories of records should be stored together in the same box (***no more "hodgepodge"!***). Each record category "should have" its own specific retention period, and unless the period is the same, the various records should **not** be stored together in the same box!

Before the conversion is complete, our supervisor will conduct a meeting for your employees in order for you to be able to maintain and perpetuate the system. Once the system is "up and running", our supervisor should then be scheduled once every six months - a year to "**audit**" the system and keep you "on track".

Lastly, we want to comment on the storage of "maps/plans", some of which we noted throughout the archives, with many more plans stored in various offices – *many* rolled/*loosely* filed, *many* folded, *some* boxed, and still *more* plans stored in assorted "plan files"!

To assist with the "challenge" of managing such files, we have created a fil-

ing system and database specifically to address maps and plans, which we will demonstrate for you! And, due to *all* of the variables involved in such a project, labor is always quoted on a "per diem" basis.

In closing, we just want you to know that a *combination* of in-house and **KIS off-site storage** is also an alternative! Therefore, we have included the list of all costs involved with *our* Records Center at the end of this report. By entrusting your records to us, you not only address the space issue ***but***, our staff will be available to assist with storage issues such as purging and destruction, *as well as* microfilming, and so on - **we provide *much* more than just space!**

RECORDS CENTER

A. Hard Copy or Film Storage	\$ 9.15 per cubic ft./yr.
B. Receiving & Shelving	\$ 3.90 per cubic ft.
C. Retrievals	\$ 11.75 each
D. Bulk Retrievals	\$ 65.75 per hour
E. Customer Requested Callbacks	\$ 5.80 per call
F. Photocopies	\$ 1.40 each
G. Destruction	\$ 5.70 per cubic ft.
H. Handling	\$ 4.85 envelope/postage
I. Pick-Up & Delivery	\$126.00 per hour/man & van
J. Extra Labor	\$ 84.00 per hour
K. Box Retrieval	\$ 12.15 each
L. Fireproof Storage	\$100.00 per cubic ft./yr.

NOTE: New minimum charges as of 1/1/17 will be \$11.00 per month.
All yearly minimum bills will be \$132.00.

SUMMARY

Our report contains *all* of the necessary ingredients that you will need for a successful Records Management program with regard to your archival records. The implementation of these recommendations will allow you to *reduce* overhead, *increase* efficiency, *expedite* service, and *minimize* the risk of legal exposure.

We hope that your future purchases of filing and storage equipment, filing supplies, and all other record-keeping materials would be more coordinated and standardized. By so doing, you can avoid small mistakes that lead to trouble, minimize your costs, and obtain quantity discounts, *as well as* many other benefits.

We *also* hope that the completeness, the professionalism, and the expertise reflected in this report will convince you to simply set your priorities, and turn the implementation work over to our excellent staff. We are confident that you will find them to be *extremely* efficient, unobtrusive, and very knowledgeable and helpful!

NOTE: After 30 days, any price changes that have taken place will become effective. All prices quoted are "plus shipping".

ARCHIVES PROJECT COST SUMMARY

1. EQUIPMENT (10 SECTIONS SHELVING), INCLUDING INSTALLATION & SHIPPING = \$4,440.00.
2. SUPPLIES (BOXES/LABELS/DATABASE), INCLUDING SHIPPING = \$3,056.00.
3. LABOR (SUPERVISOR/1 STAFFER), INCLUDING EXPENSES = \$12,125.00.
4. MICROFILMING SELECTED RECORDS, INCLUDING PREPPING = \$10,000.00

PROJECT GRAND TOTAL = \$29,621.00