



Public Records Policy 11: *Land Records Management Systems – Selection and Maintenance*

Date Issued: 3/28/2017

Supersedes: This document supersedes the *Approved Vendors List* issued 3/1/2012.

Authority: The Office of the Public Records Administrator issues this policy under the authority granted by *Connecticut General Statutes* §1-7, §1-8, §7-23, §7-24 and §11-8.

Scope: This policy applies to all Connecticut municipalities.

Purpose: The purpose of this policy is to set the minimum requirements for selecting, implementing and maintaining a Land Records Management System.

1. General Requirements

1.1. Pursuant to *Connecticut General Statutes* §7-24, "Each town clerk who is charged with the custody of any public record shall provide suitable books, files or systems, acceptable to the Public Records Administrator, for the keeping of such records."

When selecting, implementing and maintaining a Land Records Management System, each municipality is responsible for ensuring that the system enables the recording office to:

- a. Record, index and maintain the land records in compliance with all applicable statutes and regulations.
- b. Create and maintain digital images and the associated indexing in compliance with the digital imaging policy and standards established by the Office of the Public Records Administrator.
- c. Create and maintain microfilm security copies in compliance with the microfilming policy established by the Office of the Public Records Administrator.

The municipality must retain legal custody and ownership of its documents, document images and data at all times. In cases where physical custody is transferred to the vendor during the contract period, it must be transferred back to the municipality at contract end. Records custody and ownership must be addressed within the terms of the contract.

These are minimum requirements only. As when selecting and maintaining any software and/or hardware systems for records management purposes, the municipality must assess its full requirements and evaluate the system, the vendor and the contract terms to ensure that all requirements are met.

1.2. While the municipality must ensure that its Land Records Management System and associated vendor services are in compliance with all applicable statutory, regulatory and policy requirements, it must also review all associated municipal procedures and systems, as many elements of these requirements may be the sole responsibility of the municipality.

1.3. After installation, the municipality must continue to properly monitor and maintain its Land Records Management System and other associated procedures and systems, ensuring the authenticity, reliability, integrity, usability and security of the municipal records. These requirements are further

defined in the digital imaging policy and standards established by the Office of the Public Records Administrator.

2. System Selection and Maintenance Requirements

2.1. When selecting a Land Records Management System, a municipality may only consider systems that have an established and successful record of at least **5 years** of use in recording offices. For systems that do not yet have a record of at least 5 years of use in **Connecticut municipalities**, these additional qualifications apply:

- a. **Less than 5 years in Connecticut.** If a system does not yet have a record of at least 5 years of use in Connecticut municipalities, it must have at least **5 years** of use in a minimum of **10 recording offices** in at least **2 other states**.
- b. **Less than 2 years in 10 Connecticut municipalities.** If a system meets the requirements stated in 2.1.a. but does not yet have a record of **2 years** of use within at least **10 Connecticut municipalities**, the Town Clerk, Information Technology staff and other town officials as appropriate will be acting as early adopters within the state and must: 1) evaluate the system carefully to determine that it meets all State of Connecticut requirements and standard practices as these may vary from other states; (2) check a significant number of out-of-state references, selecting contacts from a full customer list rather than a select list provided by the vendor; and (3) be prepared to allow for additional time or resources that may be required to comply with the requirements in Subsection 2.4. While these steps are listed as specific requirements for systems falling within this category, it should be understood that similar steps are part of the selection process for any system.

2.2. The Town Clerk, Information Technology staff and other town officials as appropriate must be included in the review and selection process, addressing the requirements outlined in this policy.

2.3. When considering features, services and costs, municipalities are advised to carefully evaluate anticipated needs and to estimate the cost for all features, services and/or maintenance fees that will be required over the full contract period rather than focusing only on the startup period.

2.4. Following installation, the Town Clerk, Information Technology staff and other town officials as appropriate must monitor and confirm that the transition to the new system is successful and that recordkeeping and system requirements continue to be met over time, as further specified in Subsection 1.3.

3. Associated Policies

The associated digital imaging and microfilming policies and other related resources are available on the Municipal Records Management Program webpage at <http://ctstatelibrary.org/publicrecords/municipal>.

Contact: For questions regarding this policy, contact this office at (860) 757-6540.

Approved by



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Public Records Administrator

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Date