

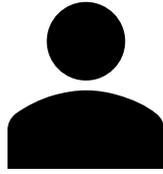
Records Management Basics For ESDs

SAFE-D Conference
San Antonio, TX
2026-01-30



**ANNE
POULOS**

4 Northeast



**OPEN
POSITION**

8 Central



**ELLA
CASTRO**

5 Southeast



**KATHERINE
HOFFMAN**

6 East-South



**RAUL
GONZALEZ**

7 West-South



**OPEN
POSITION**

1 West



**SAHAR
ARAFAT-RAY**

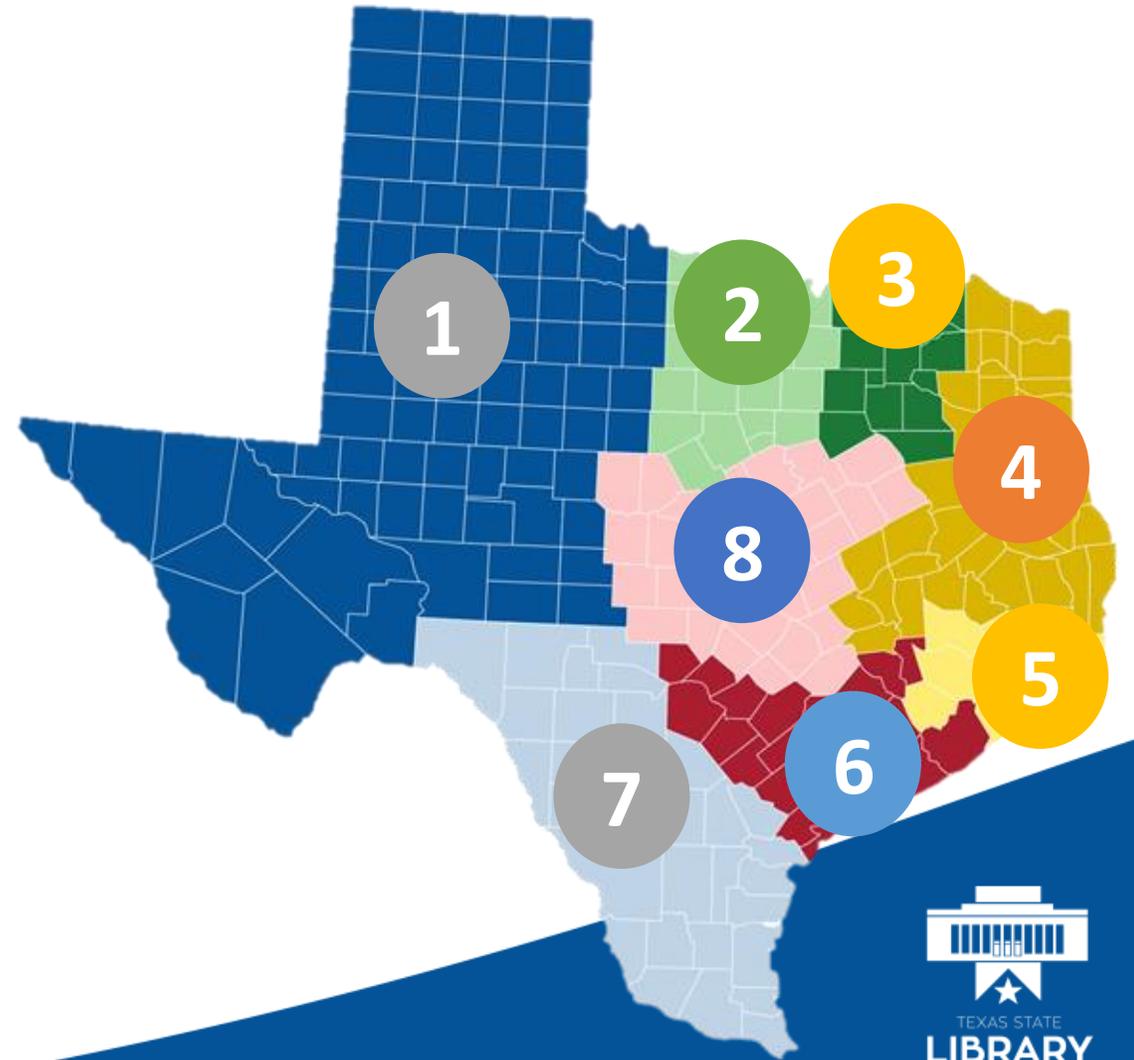
2 West-North



**SEBASTIAN
LOZA**

3 East-North

RMA TEAM



https://www.tsl.texas.gov/slr



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AND
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512-463-7610
slrminfo@tsl.texas.gov



Get to Know You!

Experience with records management?

What records-related challenges are you facing?



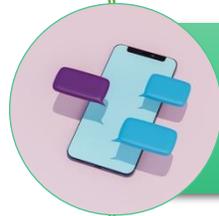
Agenda



1. Fundamentals



2. Retention



3. Special E-Records



4. Disposition



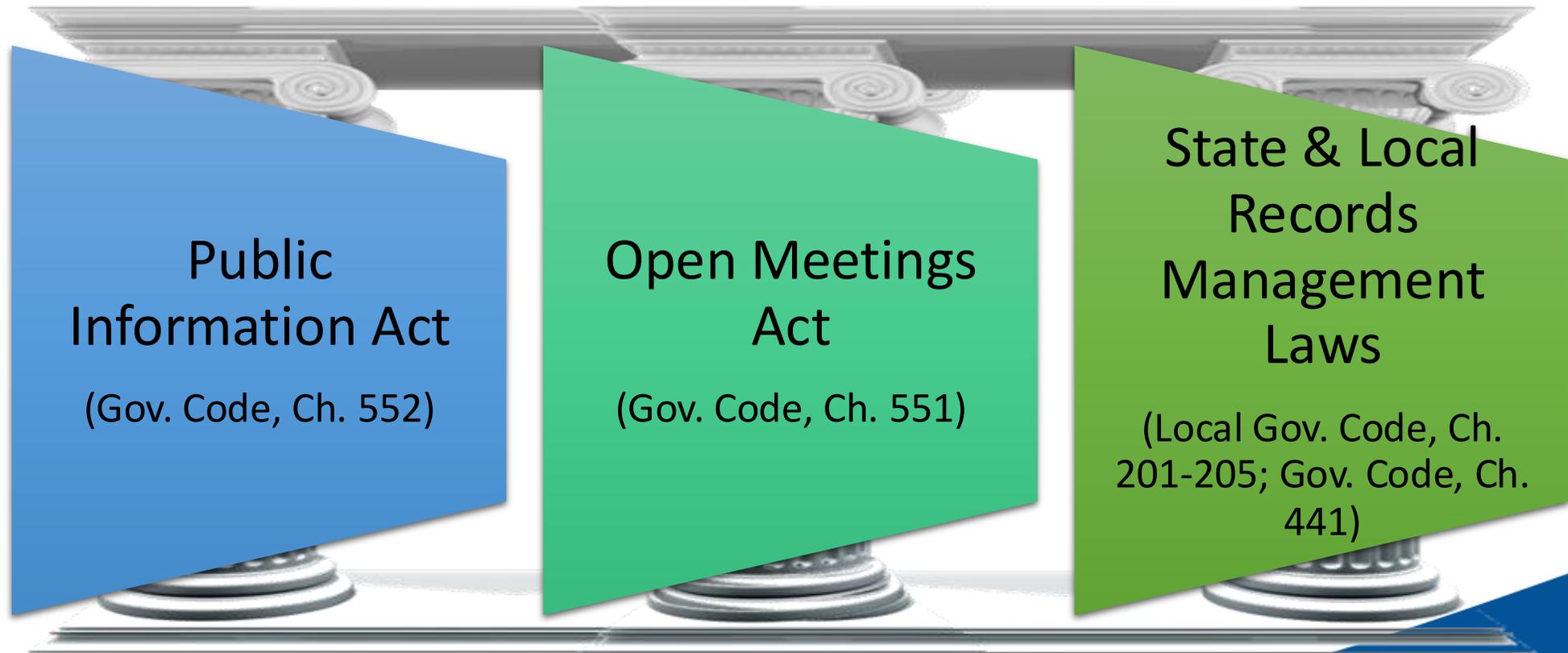
5. Next Steps



1. Fundamentals

- Legal Framework
- Local Govt. Compliance
- Definitions

Three Pillars of Open Government



Local Government Compliance Paperwork

★ Call your analyst to check!!

Policy

- Ordinance/order passed by governing body
- Lists position to serve as RMO

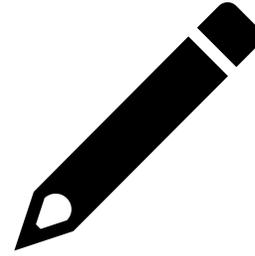
SLR 504 Form (RMO Designation)

- Records Management Officer contact information

SLR 508 Form (Declaration of Compliance)

- Declare which retention schedules your ESD is following

Creation or Receipt

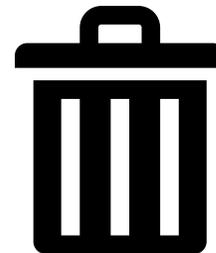


The Records Life Cycle

Retention
and Maintenance



Disposition
(Archive or Destroy)



Benefits of Records Management

BENEFITS

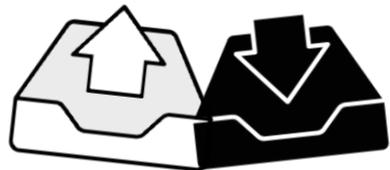
- Legal requirement
- Legal protection
- Efficiency
- Timely disposition
- Cost reduction
- Protect essential records

CONSEQUENCES

- Criminal penalties
- Legal risk
- Low efficiency
- Longer retrieval times
- Higher costs
- Negative perception

A Government Record:

- Documents the transaction of public business
- Is created or received by a government
- Is a record whether it is open or closed
- May exist in any medium, **media neutral**





Convenience Copies

Non-Records



Blank Forms and Stocks of Publications



Library or Museum Materials
(3D Objects)



Alternative Dispute
Resolution Working Files
(Local Govts Only)

An Electronic Record:

- Retention rules are **media neutral**
- Meets the definition of a government record
- Recorded in a form for computer processing
 - a.k.a. **machine-readable**

Born Digital

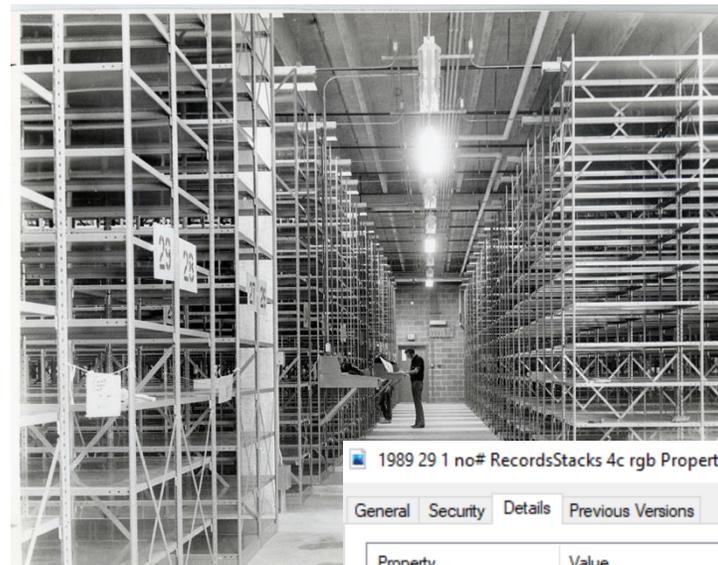
- Original is electronic
- i.e., Word doc, MP3, web page, database

Digitized

- Original was analog
- i.e., receipt, cassette, VHS, typewritten page

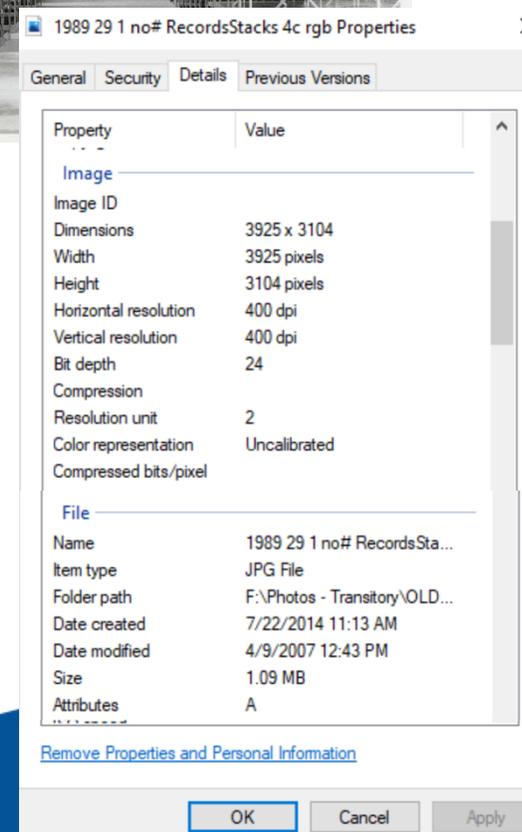
Metadata Is:

- Data about data
- Part of the electronic record
 - Information about the e-record
 - Stays with record
- Created by systems or people



The data

Data about the data





Knowledge Check

A government record...

- A. Is always on paper
- B. Is always an open record
- C. Documents the transaction of public business



2. Retention

- Retention Schedules
- ESD Record Examples

Retention Schedules

What?

- List of record categories/types

Why?

- Set uniform retention periods for each record type

How?

- Look up how long to keep a record



Retention Schedule

Record Series

Number

Title

Description

Retention
Period

Remarks

Employment Applications

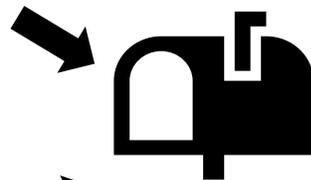
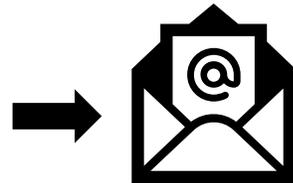
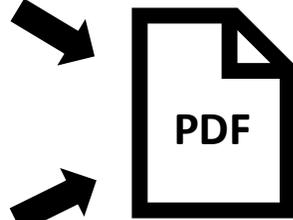
Application Form

Resume

Cover Letter

Transcript

Letters of Reference



2 Years

Record Series

- Category of records that all serve same function.
- All kept same length of time.
- **Media neutral**

Retention Period

- Minimum length of time record must be kept.

Common Retention Period Codes

#	Number of years or months
CE	Calendar Year End
FE	Fiscal Year End
LA	Life of Asset
PM	Permanent
US	Until superseded
AV	As long as administratively valuable

Record Series Example

Record Number	Record Title	Record Description	Retention Period	Remarks
GR1050-56	TIME AND ATTENDANCE REPORTS	Time cards or sheets	4 years	By regulation - 40 TAC 815.106(i).
Unique # assigned by TSLAC	What TSLAC calls this series	Type of record	Minimum time the records must be kept.	Citations or notes affecting retention

Local Government Retention Schedules

<https://www.tsl.texas.gov/slr/localretention>

 GR	Records Common to All Local Governments	LC	Justice and Municipal Courts
CC	County Clerks	 PS	Public Safety Agencies
DC	District Clerks	PW	Public Works and Other Government Services
EL	Elections and Voter Registration	SD	Public School Districts
HR	Public Health Agencies	 TX	Property Taxation
JC	Public Junior Colleges	UT	Utility Services

Pt 1: Records Common to Public Safety Agencies

- 1-1: General Operations Records
- 1-2: Vehicle, Equipment, and Animal Records
- 1-3: Personnel Records
- 1-4: Emergency Communications Records
- 1-5: Miscellaneous Records

Pt 4: Records of Fire Fighting and Emergency Medical Service Agencies

- 4-1: Fire and Emergency Medical Response Records
- 4-2: Fire Prevention and Inspection Records
- 4-3: Apparatus and Equipment Records
- 4-4: Training Records
- 4-5: Miscellaneous Records

Schedule PS

Records of Public Safety Agencies

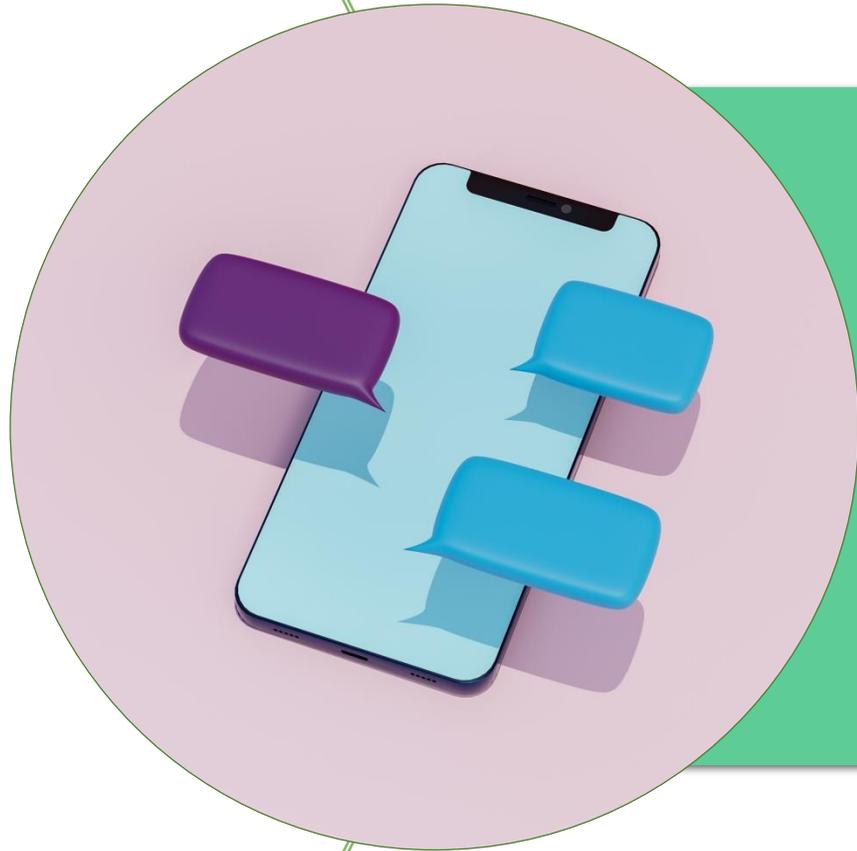
(Revised 4th Ed., 2019)

Example: EMS Run Reports

Record Number	Record Title	Record Description	Retention Period	Remarks
PS4450-02	EMERGENCY MEDICAL SERVICE RUN REPORTS	Emergency ambulance run activity reports, advanced life-support report forms, and similar records pertinent to documenting the condition and treatment of sick or injured persons by emergency medical personnel.		
*PS4450-02a	EMERGENCY MEDICAL SERVICE RUN REPORTS	Treatment rendered.	7 years from date of service rendered, or until the patient's 21 st birthday, whichever later.	By regulation - 22 TAC §165.1.
PS4450-02b	EMERGENCY MEDICAL SERVICE RUN REPORTS	Treatment refused.	2 years.	

Examples: Drills and Trainings

Record Number	Record Title	Record Description	Retention Period	Remarks
PS4475-06	DRILL AND SIMULATION RECORDS	Reports and related documentation of drills, simulations, and triage exercises conducted or participated in by fire, emergency medical, or emergency communications personnel.	5 years.	
PS4525-01	EMERGENCY MEDICAL SERVICE TRAINING RECORDS	Records relating to the training (including continuing education) of emergency medical personnel sufficient to document who was trained and when, in what subject, and by whom; scores received in academic achievement and performance tests (including copies of all written tests), and similar records of the training and achievement of individual students.	5 years.	Retention Note: [...] records documenting the training and educational achievement of employees [...] must be retained for date of separation + 5 years [...].
*PS4525-02	FIREFIGHTER RECRUIT TRAINING FACILITY RECORDS	Records relating to recruit training, certified by the Texas Commission on Fire Protection, for structural fire, aircraft crash, and rescue personnel sufficient to document who was trained and when, in what subject, and by whom; scores received in academic achievement and performance tests (including copies of all written tests); and similar records of the training and achievement of individual students.	3 years.	By regulation - 37 TAC §427.13(b) (onsite training); 37 TAC §427.203(b) (distance training). Retention Note: [...] records documenting the training and educational achievement of employees [...] must be retained for date of separation + 5 years [...].



3. Special Electronic Records

- Email
- Text Messages
- Social Media

Email, Text, Social Media

IF: Documents
government business



THEN: Government
Record, Public Information



AND: Records Retention
Rules, PIA Laws

- **Format**, not a type of record
- Determine retention by **content**
- Includes records created on personal devices/accounts
- Have policies and strategies to:
 - Identify
 - Capture
 - Retain

What's in my email inbox?

- Copies
- Personal email
- Spam
- Unsolicited emails (ads, list serves, news alerts, etc.)

Non-Records



- Leave Requests
- Job Applications (e.g., cover letter)
- Contract negotiations
- PIA Requests
- Etc.

Relates to a
Specific Series



- General Correspondence:
 - Project discussions, Q&A with the public, etc.
- Administrative Correspondence:
 - Planning/modification of programs & services

Correspondence



Webinar: Email Management Basics

<https://www.tsl.texas.gov/slrn/webinars/emailbasics>

Case Study – Texting

Texting Incident

- City Council members texted during an open meeting.

OAG Opinion

- Text messages are subject to the PIA.

Statute Update

- Texts, IM, electronic comm.



Case Study: Social Media

BuzzFeed News

This Guy Responded To Cops Who Posted His Mugshot On Facebook And...

Posted on December 6, 2018, at 7:30 p.m. ET

Tweet

Share

Copy

A police department in Washington state made a lot of people laugh this week with a back and forth Facebook exchange with a criminal who had a warrant out for his arrest for allegedly violating his probation.



Anthony Akers Calm down, im going to turn myself in.



Like · Reply · 2w



Richland Police Department



Richland WA Police Department shared a post.

December 3 at 12:58 PM · 🌐

Morose Monday. Dear Anthony, is it us? Last Wednesday I reached out to you as "wanted". You replied and even said you were yourself in. We waited, but you didn't show. After you st... reached out again- this time offering you a ride. You rep... needed 48 hours. The weekend came and went. We are th... 5



Anthony Akers Richland WA Police Department De... you, its me. I obviously have commitment issues. I a... standing you up, but let me make it up to you. I will... then lunchtime tomorrow, I know you have no reason... after what i did to you, but I promise that if i dont ma... by lunchtime tomorrow I will call for a ride to assist... commitment issues. Thank you in advance to your m... are patiently giving me another chance with us, I kno... deserve it.
P.S. You're beautiful 😊

Like · Reply · 2w

😬 👍 ❤️ 3.5K



Anthony Akers Here for our date sweetheart 😊



😬 👍 ❤️ 14K

Like · Reply · 2w

Key Point: 2019 PIA Amendment, “Temporary Custodian”

Definition of Temporary Custodian:

- Past or present government officer or employee
- Created/received government records on their personal device

Temporary Custodians Must:

- A. Forward or transfer to the governmental body
- OR:**
- B. Preserve in original form on their privately owned device

Key Point: Transitory Information

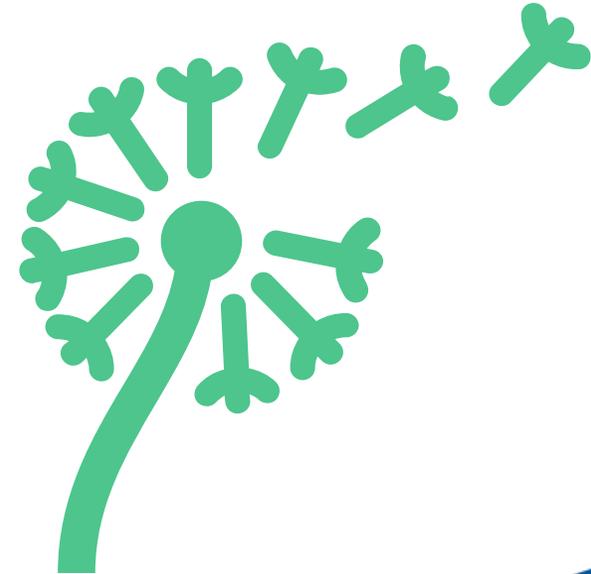
GR1000-50 (AV)

What?

- Government record of temporary usefulness
- Not *essential* to:
 - Documenting business
 - Fulfilling statutory obligations
- Not regularly filed in your office's recordkeeping system

Examples

- Only transmitting a document ("see attached")
- Meeting reminder
- Password reset email
- Text: "I'm here."
- Etc.

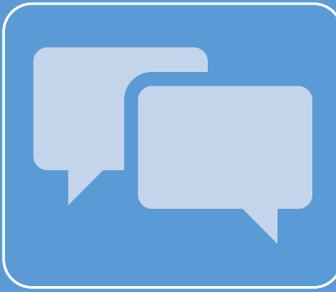


Common Records Series

(Email, Text, Social Media)

General Correspondence (GR1000-26b)	2 yrs.
Administrative Correspondence	4 yrs.
Leave Records (GR1000-34)	FE + 3 yrs.
Public Information Requests, not exempted	Fulfilled + 1 yr.
Public Information Requests, exempted	Notice + 2 yrs.
Public Relations Records (GR1000-33)	2 yrs.
Complaints (GR1000-04)	2 yrs.
Transitory Information (GR1000-50)	AV

Managing Email, Texts, Social Media



Employee Use Policy

- What communications are allowed?
- What are employee responsibilities?



Retention Policy

- Auto-delete? Review?
- Process for legal holds?



Capture Policy

- Manual capture? Software?
- Who's responsibility?



Knowledge Check

Which of the following messages would be considered transitory information?

- A. “You’re fired. Please pack up your things.”
- B. “Reminder: Meeting is at 2PM!”
- C. “Can I have the day off on Friday?”



4. Disposition

Promotes

Prevents

Legal protection

Use of space

Efficiency

Cost savings

Negative perception

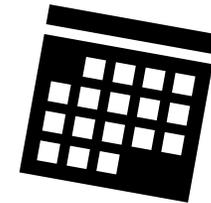
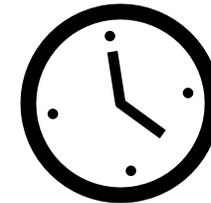
Human error

Information overload

Benefits of Disposition

Ideally...

- Consistent
- Equally applied
- Ongoing, regular basis



Confidential
Records



Burning



Shredding



Pulping



Recycle

Open
Records



Landfill

Approved Destruction Methods



Destruction of Confidential Electronic Records

Hard Drives

- Reformat
- Overwrite 3x

Solid State Drives / Flash Drives

- Specialty software

See Bulletin B:

<https://www.tsl.texas.gov/slrmpubs/bulletinb>

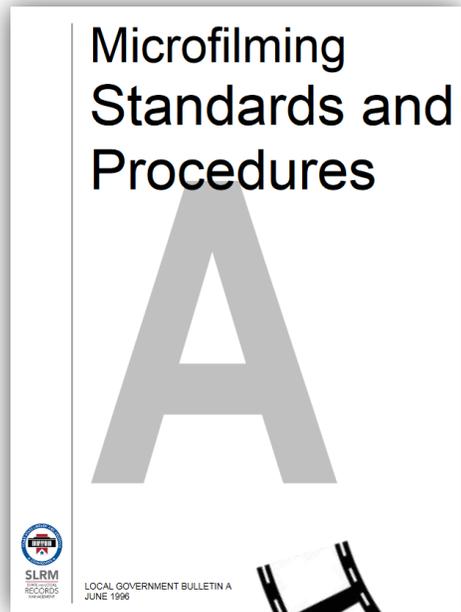
Magnetic Tape

- Degauss

All Media

- Physically destroy

Destruction of Microfilm



- Specific destruction instructions in Bulletin A <https://www.tsl.texas.gov/slrmpubs/bulletina>
- Ensure protection of sensitive or confidential information



Preparing for Disposition

Ask yourself...

Has it met retention?

Are there copies?

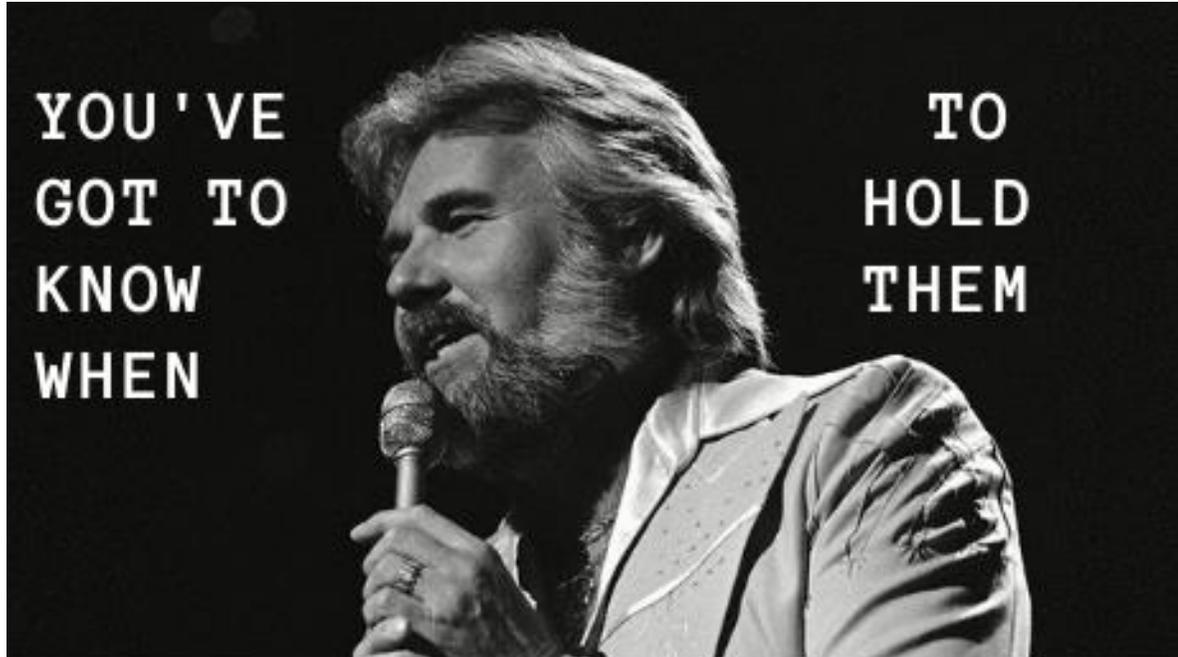
Do I have a disposition log?

Did I receive internal approval?

Is there a destruction hold?



Types of Destruction Holds



- Litigation
- Public Information Request
- Audit
- Claim
- Negotiation

Using a Disposition Log



- Record series title
- Dates of record
- Date of disposal
- Volume of records disposed
- Disposal method
- Approval signatures



5. Next Steps

Back at the Office...

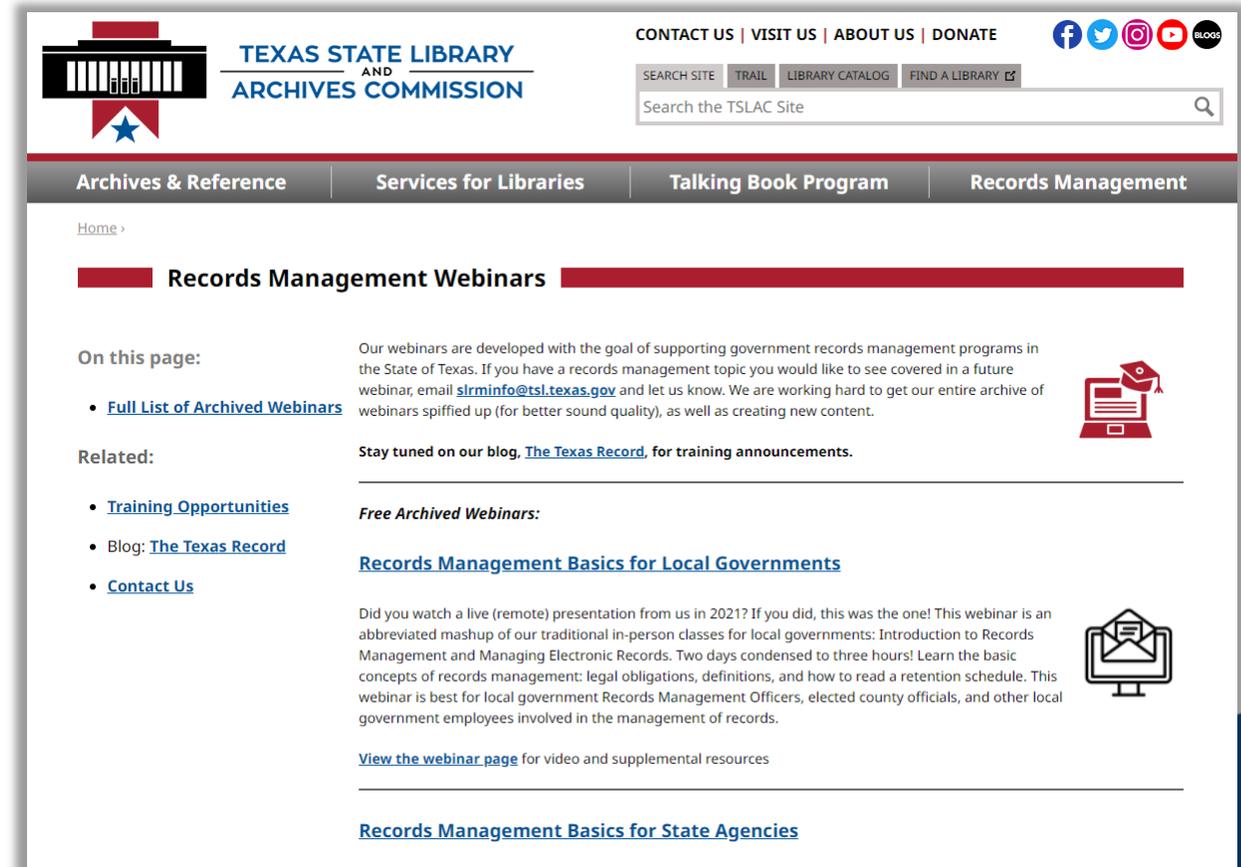
- ✓ Check compliance status
 - Policy on file?
 - RMO Designation?
 - Adopt or update schedules?
- ✓ Create your team
- ✓ Share resources



Continuing Education

- Webinars
- Self-paced online courses
- Conferences
- Workshops

<https://www.tsl.texas.gov/slrm/training>



The screenshot shows the website for the Texas State Library and Archives Commission. The header includes the organization's logo, name, and navigation links: CONTACT US | VISIT US | ABOUT US | DONATE. There are also social media icons for Facebook, Twitter, Instagram, YouTube, and a blog icon. A search bar is present with the text "Search the TSLAC Site".

The main navigation menu includes: Archives & Reference, Services for Libraries, Talking Book Program, and Records Management. The current page is titled "Records Management Webinars".

On this page:

- [Full List of Archived Webinars](#)

Related:

- [Training Opportunities](#)
- Blog: [The Texas Record](#)
- [Contact Us](#)

Our webinars are developed with the goal of supporting government records management programs in the State of Texas. If you have a records management topic you would like to see covered in a future webinar, email slrminfo@tsl.texas.gov and let us know. We are working hard to get our entire archive of webinars spiffed up (for better sound quality), as well as creating new content.

Stay tuned on our blog, [The Texas Record](#), for training announcements.

Free Archived Webinars:

[Records Management Basics for Local Governments](#)

Did you watch a live (remote) presentation from us in 2021? If you did, this was the one! This webinar is an abbreviated mashup of our traditional in-person classes for local governments: Introduction to Records Management and Managing Electronic Records. Two days condensed to three hours! Learn the basic concepts of records management: legal obligations, definitions, and how to read a retention schedule. This webinar is best for local government Records Management Officers, elected county officials, and other local government employees involved in the management of records.

[View the webinar page](#) for video and supplemental resources

[Records Management Basics for State Agencies](#)

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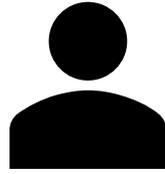
The screenshot shows the homepage of the SLRM (State and Local Records Management) website. At the top left is the SLRM logo, which includes the Texas State Library and Archives Commission logo and the text "SLRM STATE AND LOCAL RECORDS MANAGEMENT". To the right of the logo is the title "The Texas Record" in a large, bold, red font. Below the title is a navigation menu with links: Home, About Our Team, Training Resources, News You Can Use, Tips and Topics, Just the FAQs, and Off the Record. The main content area features a large image of a diverse group of people celebrating, with the text "your imaging team" overlaid. To the right of the image is the article title "Incentivize an Imaging Project" and a short introductory paragraph. Below the paragraph is a blue button that says "Continue reading →". At the bottom of the page, there are four featured articles, each with a thumbnail image and a title:

- RIM Month Virtual Swag Bag**: By Erica Rice and Rebecca Hanna. It's that time of year again! April is...
- RIM Styles: Take the Quiz to Find Yours**: As public servants, records and information management (RIM) is a...
- Inaugural LG Records Management Officer Meeting – April 21 on Zoom!**: Register Now!
- RIM-Brain: The Office**: by Brianna Cochran and Erica Rice. Sometimes as records and information management (RIM)...



**ANNE
POULOS**

4 Northeast



**OPEN
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8 Central



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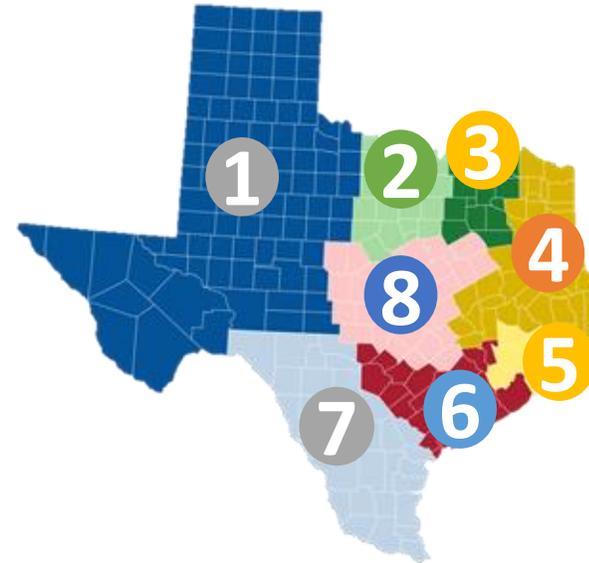


**SEBASTIAN
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3 East-North

CONTACT US!

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