

Records Management Service Level Agreement

SLAC RECORDS MANAGEMENT PURPOSE

The SLAC Records Manager supports the records management needs of the laboratory, as resources allow, by:

- Appraising and scheduling SLAC's records
- Facilitating the transfer and retrieval of temporary paper records to and from storage at the Federal Records Center-San Bruno (FRC)
- Providing guidance on relevant US Department of Energy (DOE) Records Schedules, National Archives and Records Administration (NARA) General Records Schedules (GRS), and SLAC records schedules.

Our goal is to provide an efficient and effective service, and to be responsive

THE SERVICE LEVEL AGREEMENT

Records Management (RM) at SLAC National Accelerator Laboratory is the responsibility of individual operating units of the Laboratory. The SLAC Records Manager assists lab staff in their individual offices' records management efforts. Lab staff members, with the guidance and assistance of the SLAC Records Manager, apply DOE Records Schedules in order to comply with contract requirements and in order to allow the lab to take advantage of the services of the Federal Records Center-San Bruno (FRC).

Services provided by the SLAC Records Manager are constrained by the level of resources available. The SLAC Records Manager provides the guidance and tools necessary to help SLAC staff manage their business records. This Records Management Service Level Agreement (SLA) outlines the basic services that are provided from the resources allocated by the laboratory.

SLAC's Records Manager can advise on appropriate handling of other, non-paper record formats, but is primarily responsible for assessing, scheduling, and storing temporary paper records at this time. A separate SLA provides guidance and tools relating to the laboratory's Archival program for permanent retention, historical records.

This SLA is intended to encourage a two-way process whereby:

- the services provided by the SLAC Records Manager reflect both the current needs of the lab and the lab's current records management best practices.
- both the laboratory staff expectations of the SLAC Records Manager and the SLAC Records Manager's expectations of staff are described.

The Agreement is reviewed as needed. We welcome comments on it at any time. These may be sent directly to the, Archives, History & Records Office at recordsmgt@slac.stanford.edu.

General Information

SLAC Records Management services are delivered by the SLAC Records Manager on as an as-needed basis to staff who request records appraisal, scheduling, transfer, retrieval or refile. All service requests are to be submitted via email to recordsmgt@slac.stanford.edu. Records appraisals, scheduling and transfer requests are conducted with in-person consultations; record retrievals and refiles are handled via email only.

Access

Designated SLAC employees can request file retrievals, refiles or appraisals for their own organizational unit's records. The Records Manager provides these staff members with records scheduling and transfer services.

Responsibilities of RM Requestors

Authorized SLAC staff must have successfully completed Privacy Awareness Training in order to request personnel files from the FRC. These requests must be made via email to recordsmgt@slac.stanford.edu.

Description of RM Services

For each service the RM offers, the following information is given:

Service name	The name of the service
Basic description	An outline description of the service
Eligibility	Which categories of staff are entitled to use the service
RM responsibility	Details of what the Records Manager offers for the service
RM Requestor responsibility	Any users of the service are expected to conform to these criteria
Service charges	Details of charges where applicable
Service hours	Availability of the service
Service targets	Any target response or delivery times

NOTE: Please see "Glossary of AHRO Terminology" at: <https://www.slac.stanford.edu/history/> or ask the Records Manager for clarification of any records management terms or any other questions.

Service name	Appraise and Scheduling SLAC Temporary Records
Basic description	The SLAC RM staff are available to consult with SLAC staff regarding records (regardless of format) created as part of the laboratory's official business and will assist them in determining the appropriate retention period for inactive temporary records.
Eligibility	SLAC units holding inactive records.
RM responsibility	<ul style="list-style-type: none"> • Review records onsite in offices, storage or other locations at the lab • Provide appraisal of records, according to relevant DOE and NARA records control schedule guidelines • Consult with other staff of the SLAC Archives History & Records Office (AHRO) on appraisal of and on preparation of inventories for inactive permanent retention records • Provide guidance on appropriate handling and storage of permanent retention (archival) records (See Archives SLA for further guidance)
RM Requestor responsibility	<ul style="list-style-type: none"> • Submit all requests for services to recordsmgt@slac.stanford.edu • Advise RM staff of the existence and location of inactive records needing appraisal • Provide sufficient description of records for proper appraisal • Provide safe and secure storage of inactive records pending their appraisal and disposition • Ensure records are dispositioned promptly according to the records schedules.
Service charges	<ul style="list-style-type: none"> • Records Manager's services are a Core Laboratory service: No charges apply
Service hours	By appointment with Records Management staff
Service targets	Appraisal consultation usually conducted within one week of initial request, subject to current workload constraints

Service name	Transfer SLAC Inactive, Temporary Records to Storage
Basic description	Prepare the SLAC temporary, inactive paper records that have been boxed for transfer to the FRC.
Eligibility	SLAC records that have received FRC confirmation that they have been accepted for transfer. <i>NOTE: NARA has set a deadline of December 31, 2022 for accepting temporary records at the FRC. Any transfer requests will have to be submitted by *December 1, 2022* to allow sufficient time for FRC processing and shipping.</i>
RM responsibility	<ul style="list-style-type: none"> • Provide guidance on preparing boxes of inactive temporary records deemed appropriate for storage • Provide guidance on record boxing supplies to purchase for inactive temporary SLAC paper records to be stored at the FRC • Prepare and provide the FRC with the Records Transmittal and Receipt, SF-135 paperwork to request storage of the inactive paper records • Assist with labelling the boxes for transfer (shipment) to FRC • Conduct final review and labelling of boxes • Provide completed SF-135 Transmittal paperwork to retiring office for future reference • Enter a request to the SLAC Shipping Department to pickup and ship • Provide guidance on appropriate disposal of temporary records no longer needed for current or future business
RM Requestor responsibility	<ul style="list-style-type: none"> • Submit all requests for services to recordsmgmt@slac.stanford.edu • Purchase FRC storage boxes needed to retire records • Prepare a detailed inventory of FRC box contents, including starting and ending date range, and list of files for records transfer and to facilitate future retrieval. • Pack FRC boxes according to guidelines provided by RM staff • Label and close up boxes for transfer to storage. Include a copy of the inventory inside the first box. • Provide Records Manager with an account number to pay for shipping • Store packed FRC boxes in a secure location until transfer to the FRC is authorized and accomplished • Assist Shipping Department by providing access to the boxes for transfer
Service charges	<ul style="list-style-type: none"> • Records Manager's services are a Core Laboratory service: No charges apply • Retiring office is responsible for paying for boxes as well as costs of shipping authorized boxes to the FRC • FRC storage costs are funded by the DOE
Service hours	Monday-Friday, standard work hours
Service targets	SLAC Records Manager <ul style="list-style-type: none"> • Completes the review within 5 days of receiving the FRC authorization; and • Submits the shipping request within one day after boxes are ready to ship.

Service name	Retrieve Temporary SLAC Records from FRC
Basic description	Retrieval of files from federal storage on either a temporary or permanent withdrawal request.
Eligibility	SLAC units that have retired inactive, temporary retention records, in paper format, to FRC.
RM responsibility	<ul style="list-style-type: none"> • Verify that requester <u>is authorized</u> to retrieve requested record(s) (is with retiring office) • Request retrieval of file from FRC • Receive retrieved file from FRC • Provide safe and secure storage of material pending requester pickup • Notify requester of availability of requested material • Return retrieved material to FRC, if required
RM Requestor responsibility	<ul style="list-style-type: none"> • Submit all requests for services to recordsmgt@slac.stanford.edu • Request retrieval of file retired <u>by their work unit</u> with complete information from transfer documentation and inventory • Pick up material promptly. Sign and date the log sheet. • Provide safe and secure storage of retrieved material while on site at SLAC • For temporary withdrawals: Return files promptly and securely when no longer needed for current business
Service charges	<ul style="list-style-type: none"> • Records Manager's services are a Core Laboratory service: No charges apply • Requesting office is responsible for paying the shipping cost for returning boxes to the FRC
Service hours	Monday-Friday, standard work hours
Service targets	File retrieval request made within 5 business days of request