

Records Management Service Level Agreement 2017/2018

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 temporary paper records**
- **Providing and facilitating the transfer and retrieval of temporary paper records to and from storage at the Federal Records Center-San Bruno (FRC)**
- **Applying relevant US Department of Energy Records Management Schedules**

Our goal is to provide an efficient and effective service, and to be responsive to the changing needs of SLAC staff and the laboratory

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 temporary paper-based 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 other, non-paper record formats, but is only responsible for assessing, scheduling, and storing temporary paper records at this time.

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 temporary 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 annually. We welcome comments on it at any time. These may be sent directly to Jean Marie Deken, Archivist and Manager, Archives, History & Records Office and Research Library; x3091; jmdeken@slac.stanford.edu.

Jean Marie Deken
January 2017

General Information

SLAC Records Management services are delivered by the SLAC Records Manager on 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 resolved with in-person consultations; record retrievals and refiles are handled via email only.

Access

Designated SLAC employees can request file retrievals/refiles or records appraisals of their organizational unit's. 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 through 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

Service name	Appraise and Schedule 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 paper records.
Eligibility	SLAC units holding inactive temporary records, in paper format.
RM responsibility	<ul style="list-style-type: none"> • Review records onsite in offices, storage or other locations at the lab • Provide appraisal of paper records, according to relevant DOE 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 record boxing supplies to purchase for inactive temporary SLAC paper records to be stored at the FRC • Provide guidance on appropriate disposal of temporary records no longer needed for current or future business • Provide guidance on preparing boxes of inactive temporary records deemed appropriate for storage • Prepare and provide the FRC with the Records Transmittal and Receipt, SF-135 paperwork to request storage of the inactive paper records.
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 safe and secure storage of inactive records pending their appraisal and disposition • Purchase FRC storage boxes needed to retire records • Prepare a detailed inventory of FRC box contents • Pack FRC boxes according to guidelines provided by RM staff • Store packed FRC boxes in a secure location until transfer to the FRC is authorized and accomplished
Service charges	<ul style="list-style-type: none"> • Records Manager's services are a Core Laboratory service: No charges apply • Cost of FRC boxes is paid by retiring office.
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.
RM responsibility	<ul style="list-style-type: none"> • Provide completed SF-135 Transmittal paperwork to retiring office for future reference • Conduct final review and labelling of boxes • Label the boxes for transfer (shipment) to FRC • Enter a request to the SLAC Shipping Department to ship
RM Requestor responsibility	<ul style="list-style-type: none"> • Submit all requests for services to recordsmgt@slac.stanford.edu • Maintain inventories of records sent to storage to facilitate future retrieval • Assist Records Manager with labelling and closing up boxes for transfer to storage • Provide Records Manager with an account number to pay for shipping • 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 the cost of shipping authorized boxes to the FRC
Service hours	Monday-Friday, standard work hours
Service targets	<p>SLAC Records Manager</p> <ul style="list-style-type: none"> • Completes the review and labelling 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 or box from FRC • Receive retrieved file or box 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 or box retired <u>by their work unit</u> with complete information from transfer paperwork and inventory • Pick up material promptly • Provide safe and secure storage of retrieved material while on site at SLAC • Return files and boxes 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 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