



October 31, 2013

TO: Records Officers and Authorized Agents

FROM: Government Services

SUBJECT: User's Guide to the Imaging Support Request Form

- I. Imaging Support Request forms are generated by State and Local Government Agencies' Record's Officers and Authorized Agents (RO/AA) to transfer records through the Delaware Public Archive's (DPA) to the appropriate state vendor for Microfilm/Imaging.
  - A. The agency's RO/AA will prepare the records following the guidance provided by DPA staff and the vendor.
  - B. The Imaging Support Request form is completed electronically by the agency by completing the following fields:
    1. Agency Information:
      - a. Records Officer/Authorized Agent (RO/AA) that is requesting the transfer.
      - b. Date.
      - c. Department.
      - d. Email: Enter the Email address of the Records Officer/Authorized Agent.
      - e. Division.
      - f. Telephone Number (to RO/AA).
      - g. Address (City/Town, State, and Zip Code).
      - h. Section/Program/Location.
      - i. Record Group (Agency specific Record Group number).
      - j. Records Series # (the Record Series number of the records pending Action).
      - k. Confidential: X the applicable square Yes or No.
    2. Imaging Support Request information:
      - a. Has this material met audit requirements: X the applicable square Yes or No.
      - b. Date Audited. Select F1 and then click the appropriate choice
      - c. Please indicate year. Click on the box then select the appropriate year.
      - d. Select the appropriate square to Transfer the agency's records:
        - 1) X the square for DPA for Document Imaging: use for "in-house" services provided by DPA.
        - 2) X the square for Transfer to Document Imaging Vender and enter the vendor's company in the space provided: use for services provided by a state contract.
      - e. Indicate with an X the service and action required in the service request:
        - 1) X the square for Microfilm or Scanned; then
        - 2) X the square that indicates the action to be taken afterwards:
          - i. Return to Requesting Agency: use to indicate that the records will not be retained at DPA.
          - ii. DPA Security Roll: use to indicate that a security roll of the records will be created and retained the DPA.

- iii. Permanent Transfer of the Records to DPA for preservations: use to indicate that the original records are to be retained by DPA permanently after the service action has been completed.
- iv. Destroy: use to indicate that the records are to be destroyed once the servicing action has been completed and verified. NOTE: the agency RO/AA must sign a Destruction Notice generated by the DPA to have the records destroyed.
- f. Select the Format requested by placing an X in the square that applies:
  - 1) Roll Film 16 mm or 35 mm.
  - 2) Cartridge.
  - 3) Microfiche 16mm or 35 mm.
  - 4) Optical Disc CD or DVD.
  - 5) Other: Indicate other type in the space provided. Continue explanation in the comment section if necessary.
- g. Comments: Enter any additional description of the contents as necessary.

3. Content Section:

- a. Title of Record (enter the Title of the Records being transferred; i.e. Personnel Records, Departmental).
  - b. Agency Box Number. Enter the box number assigned by the agency for internal tracking (E.g. Box 01 of 12, or CD-R 01 of 04).
  - c. Description of the Contents of Each Box, with inclusive dates (FY or CY) (E.g. Adams, Andy – Jones, Brenda).
  - d. Action Date. If the disposition dates are different from the date indicated in Section 2.d. and 3.d. above, then enter the date that the records must be reviewed for transfer to permanent preservation, destruction, or to be return to agency.
  - e. DPA Storage Box Number. This number is entered by DPA staff and will be used to track the records location for future references if the documents are being sent back to DPA.
  - f. Records Received and Records Returned boxes. Located at the bottom of the form, are two boxes that are used to verify delivery and receipt of the records and are completed by DPA and agency staff at the time of delivery.
- C. An electronic Content List (checklist) will also be completed for each container/box's contents listed in the Imaging Support Request, and submitted in the electronic format via Email to the agency's assigned DPA Information Resource Specialist (Analyst). Each Content List varies in accordance with the specific information pertaining to the record series; please contact the agency's assigned Analyst for a contest list template. The Content List is in a Microsoft Office- Excel format. A paper copy will also be printed out to scan so that it will be on the microfilm and/or Optical Disc.
- D. After the agency RO/AA has completed the Imaging Support Request and the Content Lists, the RO/AA will send the Imaging Support Requests(s) and Content Lists as one group to the assigned DPA analyst via email for review and processing.
- E. The DPA will complete the Imaging Support Request and Content List processing by assigning a Job number and creating a work order for the State Vendor.
- F. The DPA or the state vendor will contact the agency RO/AA to schedule a pickup of the records once the Imaging Support Request and Content Lists have been processed and term of work approved.

II. DPA Contact Information:

- A. For further assistance or to coordinate services, please contact the DPA Micrographics and Imaging Supervisor at (302) 744-5012 or [records@state.de.us](mailto:records@state.de.us).
- B. Additional assistance may be coordinated through the DPA analyst assigned to the state or local government agency. A listing of agency assignments may be located by using this [link](#).

Effective October 31, 2013