



INFO ACCESS



Records Network Communications

A Records Program for the 90s: Services and Communications

by Michael L. Miller

In this third installment of my series on the future of our records management program I want to address the major day to day activities of a records management program (RMP) - service to and communications with "customers." By customers I mean those who need our expertise and assistance to carry out their missions. The gist of my message is that:

▲ Records managers (RMs) can offer services throughout the life cycle of records.

▲ RMP services offer benefits in areas other than maintaining files.

▲ Good communications is the key to providing the services that the customers need.

Most people only think of records management when they have run out of space or are moving and somehow must deal with the mass of records (generally paper) in their office. At this point there are usually few good

alternatives. The root of the problem is that the records manager (RM) is only contacted *late in the records' life cycle*. The life cycle of records is composed of five stages: creation, distribution, use, maintenance, and disposition. Unless records management concerns are addressed at each stage of the life cycle, it is difficult for a RM to step during the last two phases of the cycle and effectively manage their storage and disposition.

Although there is more to a good RMP than just filing, RMs will spend much of their time advising programs about managing their files. There are three simple keys to good file management:

- 1) Create the proper documentation to serve management and program needs in the first place.
- 2) Organize the files to facilitate retrieval and disposition.

Agencywide Records Management Conference

The first EPA Agencywide Records Management Conference will be held in Denver, Colorado, on June 25-27, 1991. The theme of the Conference is "A Records Management Program for the 90s," and it will focus on how the Agency will carry out its records management responsibilities, and the role of automation in those plans.

The meeting is open to anyone responsible for, or involved in, records management. It will include briefings on recent records management initiatives and automation applications, panel discussions on strategies to improve your records management program, and working sessions on specific issues such as imaging, microfilm projects, and legal issues.

The Conference is an opportunity to learn about new initiatives and help shape the future of records management in the Agency. It is a

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Records Program

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- 3) Control the files so that you can be confident they are complete and accurate.

To accomplish this, RMs should be involved in records and information systems from the planning phase forward. Trained RMs can advise on questions that arise throughout the life cycle including:

- ◆ What kinds of records need to be created?
- ◆ How should they be filed for most efficient use?
- ◆ Who should be responsible for maintaining the official record copy of documents?
- ◆ What types of automation might be beneficial?
- ◆ How is distribution controlled?
- ◆ What are the legal requirements for maintaining the records?

- ◆ What documents must be retained and what can be discarded?
- ◆ How should records be filed to facilitate weeding and retirement of older files?
- ◆ How long must the records be retained?

Programs that address these questions early in the life cycle will find they benefit from better, more accessible information and fuller documentation while maintaining fewer documents.

If there is more to managing records than just getting the paper out of the office, there is more to an RMP than creating good files. The RMP assists the Agency in carrying out its legal responsibility to identify, develop, issue, and review its recordkeeping requirements for all its activities, at all levels, and in all media (see the article on the revised *Code of Federal Regulations* for records management on page 3). Ongoing activities include developing necessary program specific recordkeeping procedures, issuing guidance on creating and maintaining adequate and proper documentation, identifying official and vital records, advising on automation applications, establishing and carrying out a records disposition program, and evaluating the effectiveness of the program.

These regulations require that RMs at all levels of the Agency provide a broad range of services including:

- ◆ Drafting recordkeeping guidance.
- ◆ Briefing Agency managers on records management.
- ◆ Training staff on records procedures.
- ◆ Carrying out program evaluations
- ◆ Providing technical advice to programs.

The key to a successful RMP is communicating information about records management responsibilities and RMP services to all customers.

This information can be disseminated one to one, in small groups, or through mass communication vehicles. Each method has its uses, and the trick is to match the message to the audience via the most efficient medium.

In the past, Agency RMs have done most of their communications face-to-face in response to specific requests. This method assures an effective response to each problem, but is very time intensive and must be repeated anew each time the problem arises. Moreover, it is an inherently reactive approach in that the RM awaits calls from interested programs rather than being proactive and conducting a goal-oriented program reaching out to every office. A proactive approach, in which the RM anticipates questions and makes the information available before problems arise will serve more people and save time and effort in the long run.

The Agency's National Records Management Program (NRMP), has adopted this proactive approach to leverage its staff time to reach the maximum number of its customers - the Agency's records managers and upper management - most effectively. The NRMP has developed vertical communications tools to disseminate information and horizontal communications tools to encourage the sharing of information.

The need for increased regular communications between the Headquarters records management staff and the rest of the Agency was noted by the National Archives and Records Administration in its evaluation of the Agency RMP.

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INFOACCESS

INFOACCESS is produced by the Information Access Branch of the Information Management and Services Division, Washington, DC.

Staff

Mary Hoffman, LABAT-ANDERSON Incorporated

Please send your comments and suggestions to:

Mary Hoffman
Network Coordinator
EPA Headquarters Library,
PM211A
401 M Street, SW
Washington, DC 20460
FTS 475-7762 /// EPA30360

NARA Issues New Records Management Regulations

Recently the National Archives issued new regulations regarding several aspects of records management. This is an abbreviated version of an article published in the Spring 1991 issue of RECORDFACTS Update that summarizes the new regulations. RECORDFACTS Update is produced by the National Archives and Records Administration.

Creation and Maintenance of Records: Adequate and Proper Documentation [36 CFR 1222]

The National Archives recently issued new regulations for recordkeeping within Federal agencies. The new requirements include:

▲ Identification and specification of categories of documentary materials to be systematically created or received and maintained.

▲ Prescription of the use of materials and recording techniques that ensure the preservation of the records as long as they are needed by the Government. Some of the requirements deal with:

- Classifying and filing records.
- Standardizing charge-out procedures.
- Reviewing the records maintenance program periodically.
- Providing special maintenance for electronic microforms and audiovisual materials.
- Establishing that records are separate from nonrecord materials.

▲ Distinction between records and nonrecord materials.

▲ Prescription of the final disposition of records.

Records Disposition [36 CFR 1228]

Revised regulations on the disposition of Federal records were published in the *Federal Register* on July 2, 1990. Though there are relatively few

substantive changes, the information in the first few sections was reorganized to eliminate redundancies and improve clarity. The content of some of the later sections remained the same, but they were redesignated because of additions or changes in other sections. Following is a list of some of the revisions:

▲ A new scope section [1228.1] describes the types of informational materials that must be scheduled, including audiotapes; videotapes; transcripts; minutes; memorandum documenting oral exchanges such as telephone conversations and meeting during which agency business is transacted; drafts, transmittal sheets, printed documents, or other materials containing substantive annotations and are circulated or made available to other agency employees for approval, comment, action, or for informational purposes.

▲ Privacy Act restrictions on temporary records must be noted on the SF 115, Request for Records Disposition Authority [1228.309b)(3)]. This will make it easier for Federal records centers to identify records requiring witnessed destruction.

▲ Clarification on when it is necessary to reschedule records as a result of an internal reorganization. [1228.50(c)]

▲ General Records Schedules (GRS) changes must be disseminated within 6 months of issuance by NARA. [1228.50(d)]

▲ A new Subpart E on the Loan of Permanent and Unscheduled Records. To ensure that a loan will not endanger the records or result in the inappropriate release of restricted information, NARA must now approve loans of permanent or unscheduled records to non-Federal institutions.

Micrographics Records Management [36 CFR 1230]

New regulations on micrographics records management were published in the *Federal Register* on July 2, 1990, and are included in the *1990 Code of Federal Regulations*. This rule is a major revision of NARA's micrographics regulations. It affects both Federal agencies and private contractors who microfilm records for Federal agencies. Among the changes are the following:

▲ Technical micrographics standards have been updated to reflect the latest editions of the standards. The standards comprise those issued by the American National Standard Institute (ANSI), including international standards, the Association of Information and Image Management (AIIM), and the National Institute of Standards and Technology (NIST). Copies of these standards are available from the issuing organizations.

▲ A new section [1230.16] contains guidance on film and image requirements for temporary records, duplicates and user copies.

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Lock, Stock and Records?: Planning a Move.

A conversation with Lynn Calvin, Regional Records Officer, Region 5, Chicago

Lynn Calvin joined the Environmental Protection Agency three years ago. She worked in the Waste Division with Superfund records for about two years, and then moved into the Planning and Management Division, first with the Project 92 Office, then with the Information Management Branch, working as the Regional Records Officer. Before coming to EPA she worked at the Nuclear Regulatory Commission for about nine years, in their relatively sophisticated records management program. Mary Hoffman conducted this interview by phone for INFOACCESS.

Overview

Region 5 will be moving into a new building across the street from its current location in a 7-phase move scheduled for the months of October 1991 through January 1992. Approximately 1500 people will be moving, almost the entire Regional staff, except the Office of Regional Counsel and the Central Regional Lab.

Q How much will be moved?

A Over 50,000 feet of records will be moved, including materials in file cabinets, workstations, shelving units, etc.

To give you a Chicago perspective, the amount to be moved is comparable to the height of 34 Sears Towers.

Q Did you attempt to decrease the volume of materials to be moved?

A The records center has been coordinating cleanups in the offices. Since the Regional inventory was completed in February 1991 there has been an 8% reduction in the overall volume, but the copiers and printers have not been turned off since then, and so the net reduction is not as great as it would appear. We plan additional cleanups, and are trying to be aggressive about implementing the EPA records

schedules to destroy material or transfer it to the Federal Records Center.

Q Will you be moving into larger space?

A It is slightly more space than we have now, but also includes consolidated space. We have established file rooms for all the programs, and will have designated records centers at the Branch or Division level. We are still developing policies for staffing and maintaining the records, but it will be a substantially different environment from what exists in the Region currently.

Q Will you get new equipment?

A Yes, all the old furniture will be left behind. We are buying over 26,000 linear feet of shelving and about 1000 new file cabinets. The file equipment that is in good shape will be used by the Office of Regional Counsel in their consolidation next year.

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NARA from page 3

▲ NARA will assume responsibility for inspecting microforms once they are transferred to NARA custody, after the initial 2-year inspection. The agency has the responsibility for inspecting film until the transfer date in order to establish the film's condition at the time of transfer. [1230.22]

▲ The inspection sampling technique has been simplified to a randomly selected sample of 1000 microform units, or 1 percent of the total number of microform units in the collection. [1230.22]

▲ Results of inspections conducted by an agency are to be attached to the SF 135, Records

Transmittal and Receipt, when permanent microforms are transferred to a Federal records center for storage, or SF 258, Request to Transfer, Approval, and Receipt of Records to National Archives of the United States, if the permanent microforms are transferred directly to the National Archives.

▲ Section 1230.10 was rewritten to clarify the distinction between disposition requirements for permanent (and unscheduled) records and temporary records.

▲ The standards for the format and resolution of source document filming and COM have been given in separate subsections.

▲ A number of changes in regard to format, disposition, and film and image requirements were made in response to comments on the draft rule.

A copy of this regulation and several other recent NARA issuances will be forwarded to Agency staff in the near future. Copies will also be available at the Records Management Conference in Denver.

Copies of the regulations can be obtained from the Records Administration Information Center, National Archives, Washington, DC 20408, FT. 241-6025. ♦ Edited by Mary Hoffman

Planning a Move

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Q How did you develop your plan?

A We are still working on plans for the move. In early 1989 the "Project 92 office" of full-time staff was assigned to work on the move, and the "Project 92 Work Group" with representatives from the Divisions was formed to plan the move into the new building. The records function was placed in the Project 92 office for about a year, and then placed in the Information Management Branch, when the Project 92 office was returned to the Administrative Services (Facilities). A Regional Records Management Workgroup with about 20-25 members was established. The workgroup, which meets monthly, is composed of middle managers from the programs, docket and file clerks and the records management staff; the participants also act as liaisons to the programs.

Q What were the steps in the plan?

A A Regional inventory was needed so we would know what had to be moved. An inventory is really crucial to a move. It is also a tremendous opportunity to get involved in the programs, and a great tool for outreach. After we interviewed the program staff and completed the inventory, we coordinated cleanups in the offices. Now we are developing layouts to locate material in specific cabinets and shelving units in the new space. Most of the space allotment and building planning was completed by the Project 92 office early in the planning. We are also in the process of developing regional and program specific file plans.

Q What were some of the issues and concerns of your records management staff?

A The process of planning for a move makes records management issues more obvious. First, we could have

started planning earlier. I started working on plans for the move when I moved from the Waste Division, but ideally could have started 12 months before that date. In addition to that, until the inventory was completed there was a lack of knowledge about the amount of records to be moved.

Second, we had to consider the choice of open shelves vs. compressed shelving, taking into account the floor load issue. Procurements for open shelving were tricky because there is no good source of open shelving on the GSA schedule. We accepted bids for shelving and anticipate making an award in a timely manner. Our plans have required close contact with the supply staff to make sure that we will have file folders, etc. compatible to the new equipment we will be using.

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Third, the Regional staff have been slow in moving records to the Federal Records Centers (FRCs). That preparation takes time, and I would have been pushing them harder if I had known how long it would take to get the programs to begin retiring records.

Q What problems have you encountered with current "tools" such as procedures, schedules and forms?

A The schedules are difficult to use - not user-friendly. The information is there but not always clearly identified,

so the schedules can be confusing. There is also overlap in the schedules; documents are listed in more than one place. As a result of the difficulty of using the schedules, there tends to be a "passive resistance" to using the schedules among the program staff.

Q Do you think this passive resistance could be overcome by improved schedules?

A Improved schedules would help, as would current guidance signed at a high level, indicating that schedules are mandatory.

Q Have you developed any tools, forms, etc. during the process?

A We have developed an Inventory Form, an Interview Form (for reviews of program files), and a "generic" set of recommendations for records management. In addition, we are developing layouts for the new space.

Q What advice would you offer a colleague faced with a move?

A Start planning as early as possible. Completion of a Regional inventory is crucial to assess the amount of existing materials. Be aware that the inventory will take some time; Chicago inventoried about 900 cubic feet per person per week.

Interviews with the program staff are key to good records configurations. Cleanups are important to reduce the volume of materials and to educate the staff about records disposition and their responsibilities. The records manager should involve the program managers in the cleanup process, and records staff should be available throughout the process to answer questions and provide guidance. Records staff should plan early for the special requirements relating to moving Confidential Business Information (CBI) as well as storing and maintaining it. ♦

Records Program from page 2

In response the following list illustrates some of the approaches that the NRMP uses to disseminate information. We encourage all programs to adapt these vehicles to their own purposes or develop analogous ones to serve their own customers.

▲ Publication of a newsletter to target clients such as INFOACCESS.

▲ Sponsoring the Agencywide Records Management Conference.

▲ Regular dissemination of basic records management information such as the inserts in this issue of INFOACCESS.

▲ Group Email boxes (MAIL.REF Files) to allow for transmission of short notes to RMs quickly.

▲ Mailing lists to standardize dissemination of information to all who need it.

▲ Publication of procedures such as the guide for retiring records to the Washington National Records Center. Work will start soon on a guide to inventorying and scheduling records.

▲ Standardized briefings for program managers on their records management responsibilities and the services the NRMP can provide.

▲ Development of training modules for records management and filing practices that are available for Headquarters staff.

Although INFOACCESS, the Conference, and the Email boxes are vehicles for disseminating information, they also serve as vehicles for horizontal communications allowing all RMs to exchange information, resolve questions, and offer suggestions to

NRMP Contacts

The Information Management and Services Division (IMSD) supports improved records management service as a major goal for the Agency's IRM program. Following is a list of National Records Management Program (NRMP) staff available to assist EPA program staff with records-related questions and concerns.

Michael Miller,
Manager, NRMP
FTS 382-5911
EMAIL ML.MILLER/
EPA30714

Mike is the principal contact for disposition questions and policy issues. He also works with the Superfund program, and provides overall direction for efforts to modernize the Agency's Records Management Program.

Gloris Butler, Coordinator
Docket and Records Network
FTS 245-3639
EMAIL G.BUTLER/EPA3745

Gloris is the contact for Agencywide general records management issues and questions concerning the LABAT-ANDERSON Incorporated support contract.

Harold Webster,
HQ Records Officer
FTS 382-5912
EMAIL H.WEBSTER/
EPA3728

Harold is the principal contact for EPA Headquarters staff for all records management issues. He has been assisting Headquarters staff with Operation Clean Up.

each other. RMs can save a lot of time and effort by tapping their colleagues around the network for solutions and products that can be easily adapted to their programs.

In conclusion, we are happy to note that the NRMP is not alone in developing communications channels. One of the most exciting trends is that several Regions have begun their own outreach and communications programs by setting up records management liaison networks within the Region, offering training, and briefing senior management on records management issues. We hope to hear of more such initiatives at the Conference in Denver. ♦

Conference from page 1

key communication mechanism for the EPA information management community, an event that facilitates networking and information sharing. It provides a unique opportunity to make personal and professional contacts with Agency colleagues, since many of the attendees are located at remote sites.

The conference is also a place to share problems, ideas and triumphs. If one records manager has achieved something important, other members of the Network can also benefit from that achievement. If a significant problem has been solved by one member, sharing it greatly enhances the significance of its resolution.

Conference sessions are designed to stimulate discussion among the participants during the sessions themselves, after the day's events have ended, and, ideally, when attendees have returned home. The conference planners hope to create an atmosphere where attendees can establish a rapport which will link them together and open lines of communication to bind the Network into a cohesive unit. ♦
Mary Hoffman

Have You Used Email Lately?

There is a strong drive underway by the Washington Information Center to establish an Email account for every EPA employee. The National Records Management staff also encourages every records manager to request an Email box if he or she does not have one currently. Email will be used to facilitate the exchange of information among all records managers, and "time critical" information will be disseminated by the National Records Management staff via Email.

EPA employees and affiliates can obtain an Emailbox by submitting an Email request form. The form can be completed online, or a hardcopy can be obtained from the Email coordinator in your office. To use Email, an individual needs a computer terminal with access to a communications link to the Email computers, either through EPA's private data network, or a commercial data network. For more information about EPA's Email service, contact Email User Support at FTS 629-7862 or 1-800-334-2405.

Email reference lists have recently been established for Superfund and Laboratory records managers. The lists, **SF.RECORDS** (for Superfund records managers) and **LAB.RECORDS** (for records managers in labs), provide a convenient mechanism for sending messages to multiple email boxes. Earlier this Spring, an Email list was established for principal records contacts in the Regions; the name of that list is **MAJ.RECORDS**. We will publish the names of those included on various email lists in the August issue of INFOACCESS. For your information Email box numbers are included in the directories appearing on the last page of each issue of INFOACCESS. If you would like additional information, contact Mary Hoffman at FTS 475-7762. ♦ *Mary Hoffman*

A Brief Note on Retiring Records to Federal Records Centers by Michael L. Miller

The April 5, 1991 issue of the *Federal Register* carried a notice of final rule (pp. 14025-26) revising some Federal Record Center (FRC) procedures for retiring records to the FRCs. There are four changes.

- ♦ Each series (each disposition authority and disposition date) needs to be on a separate SF-135 with a separate accession number.
- ♦ All shipments of permanent or unscheduled records, or records scheduled for sampling, must have a detailed box listing to accompany them. There is no specific format for the list. It should be on plain paper. Some FRCs were already requiring this, but some were not.
- ♦ Permanent microfilm of all field units of all agencies will be stored at the National Civilian Personnel Records Center in St. Louis. All Washington area permanent microfilm will be stored at the Washington National Records Center in Suitland, Maryland.
- ♦ From now on the FRCs will require only an original and one copy of the SF-135.

A hard copy of the new guidance will be sent shortly, or you can check your library for the *Federal Register*. If you have questions, please call Mike Miller at FTS 382-5911. ♦

New Update to NARA General Records Schedules

NARA has updated its General Records Schedules. Most of the changes are minor, and many are editorial in nature. For a copy of the changes, contact Gloris Butler, EPA National Records Management Program, at FTS 245-3639, or the NARA Records Administration Information Center at FTS 501-6025.

Federal Records Centers vs. Regional Archives

Did you know that the National Archives and Records Administration (NARA) operates both regional archives and Federal records centers?

The regional archives accession, preserve, and make available to all researchers the permanently available records created by Federal agency offices located in the States served (for example, the New England Region receives permanent records from Federal offices in the New England states). Each regional archives has areas for textual research, microfilm research, records storage and public outreach.

Outreach to Federal agencies is an important part of the regional archives' work, including records reference service, technical assistance in carrying out disposition on permanent records, open houses and tours, and cooperative public outreach activities.

The Federal Records Center (FRC) system offers an inexpensive way for agencies to store records that are not yet ready for disposal or transfer to the National Archives, but are not needed onsite to conduct everyday Agency business.

Some of the regional archives are co-located with Federal records centers, but the systems are organizationally separate and perform different functions.

In order to eliminate some of the confusion, we have provided attachments on the regional archives and Federal records centers systems, including a brief description of each and a list of sites. ♦ *Mary Hoffman*

A Tip of the Hat

INFOACCESS would like to recognize records staff throughout the Network for excellent work in the field of records management, whether it is the development of a special product, completion of a significant project, or acknowledgement of an Agency award.

Jim Holloway, Region 1

Jim Holloway retired on April 23, 1991, after having successfully administered Region 1's records management program since 1985. He will be especially remembered for the records orientation and training sessions he created and conducted for all regional employees. Thanks to Jim for his many years of dedication to EPA!

Linda Garrison, Headquarters

Linda Garrison, Information Management and Services Division, was awarded the prestigious Contract Management Award for 1991. Candidates nominated for the award are part of an Agencywide competition that rewards individuals who manage significant contracts in an exemplary manner. The awards ceremony was held May 9, 1991.

Linda won the award for her outstanding leadership of the IMSD contract for a wide range of information access functions, including clearinghouses, dockets, libraries, records management and other services.

Linda's success in developing a strong network of delivery order project officers in programs offices, Regions and Laboratories was especially noted. The award closely follows PCMD's selection of Linda for the first pilot program to empower Project Officers with selected Contact Officer authorities. Linda's mastery of contract principles and successful application of management techniques supports full Agency use of this contract.

Congratulations to Linda for a job very well done!

Debra Talsma, Ann Arbor

Thanks to Debra for sharing copies of her records control and circulation forms with NRMP. The forms are a good contribution for our collection of model items. Anyone interested in obtaining copies of these documents should contact Gloris Butler at FTS 245-3639. ♦ *Mary Hoffman*

Records Management Training Workshops EPA Education Center, July 10-11, 1991

The two-day sessions, sponsored by the National Records Management Program and held at the EPA Education Center, cover files maintenance and disposition, retirement and disposal of inactive records, and retrieval of records from the Federal Records Center. The workshop is targeted for administrative officers and assistants, secretaries, clerk-typists, and other employees responsible for the management and maintenance of files. Future sessions will be announced in the EPA Institute Training Calendar. For more information contact Debora Dorsey at FTS 475-6678.

Around the Network

This section of INFOACCESS is used to report on upcoming meetings and projects currently underway in the Regions, laboratories and Headquarters. Anyone with contributions for this column should contact Mary Hoffman at 475-7762, or at Email box M.HOFFMAN/EPA30360.

▲ Region 1: New RRMO

Join us in welcoming Margo Palmer, Region 1's new Regional Records Officer, to the Network! Margo will take the technical lead in finding information technology applications to automate many aspects of the Region's records program. Her appointment is significant in that it transfers the Region's records management program to the Information Management Branch.

▲ Region 1: Removal Records Database

Lyn McCoy has developed an "online catalog"/database of Superfund Removal Records. The database was developed to help the records staff respond to staff requests, to be a useful tool for historical recordkeeping, and to index the records sent to the FRC. The database has about 640 items so far, about 10% of the records expected to be included. Lyn started working with INMAGIC during the Summer of 1990, and then the work evolved into a pilot project. She began entering records into the database in November 1990. Lyn started with the active records first, since those are requested and referenced more often than non-active records. For more information, contact Lyn at (617) 860-4600.

▲ Region 5: Great Lakes National Program Office (GLNPO)

The GLNPO Inventory was completed by Hollis Pierce and Susan Dykes on March 25, 1991. As in the Regional Records effort, the inventory revealed record series, document flow, and volume. The information and data collected will be used in the implementation of a GLNPO Records Management Program. Using the survey as a base, GLNPO will work to implement volume reduction and disposition, file organization, file procedure and file layout. For more information, contact Hollis or Susan at FTS 353-2690.

▲ Region 5: Records Management Classes

Records Recognition and Disposition classes are being conducted for small groups in the Region. Regional Records Management Committee members are form classes, schedule meeting rooms and arrange training sessions with Louis DeBrower. If you would like to find out more about these classes, contact Louise at FTS 886-1515.

▲ Region 5: Superfund Procedures Manual

Staff in the Superfund Records Center have drafted a procedures manual for use in the Waste Management Division Records Center in their new building. The draft was submitted to the Superfund Records Management Committee for review. For more information, contact Marilyn Jansa at (312) 427-5316.

▲ Region 7: Records Management Guide

The records staff have nearly completed a Records Management Guide to enable to Regional Project Managers to make better use of the Records Center. The Guide describes types of documents and other items located in or near the Records Center as well as equipment (copier, microfiche reader/printers) belonging to the Records Center. The Guide also outlines the Region's file structure, procedures for document retrieval, document check-out, site file organization and copying of special requests and FOIAs. If you have questions about the Guide, call Janet Lee at FTS 276-7586.

▲ Region 9: File Folder Recommendation

As Marilyn Ryall was preparing their first-ever records management budget for Region 9, she discovered a new file folder. In the past, the COM center ordered only top tab file folders with a single cut on the top. Marilyn found a new file folder that has been introduced by Tab Business Products. The file folder is called the "2Tab". It has a tab on the top as well as the side, and it will fit in a Records Center carton. The folder was developed with the input of Peggy Wells from Chevron's Headquarters Records Management Program in San Francisco. Marilyn notes that the folder will allow flexibility and more efficiency on the equipment that they use in Region 9- Iektievers and Spacesavers. If anyone is interested in receiving a copy of the brochure on the "2tab" folder they can call Marilyn at FTS 484-1507 to request a copy, or send a message to Email box M.Ryall. ♦ Mary Hoffman



US EPA
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EPA West Bldg Room 3340
Mailcode 3404T
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Washington DC 20004
202-556-8668

Directory of Regional Records Managers June 1991

The INFOACCESS staff wants to be certain that it is reaching all those who are interested in information and records issues.

We also welcome your comments and suggestions about the newsletter itself. Please take a moment to fill out this form and return it to Mary Hoffman, Headquarters Library, PM-211B, or send an Email message to M.Hoffman/EPA30360.

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Callahan, Barbara, Region 1^	B.Callahan	835-4905
Janell, Jay, Region 1^		835-4980
Cunha, Evano, Region 1-SF^		835-1729
Haslett, Brenda, Region 1-SF		835-1729
Bruno, Pam, Region 1-SF		828-6309
Equo, Carol, Region 2 *	EPA9299	264-1414
Delcimento, Jennie, Region 2-SF		264-8676
Butch, Anna, Region 3 *	EPA9399	597-1180
Leva, Peggy, Region 3-SF		597-3037
Kemp, Rebecca, Region 4 *	EPA9483	257-2316
Drury, Bette, Region 4^	B.Drury	257-2316
Key, Harold, Region 4-SF		257-5242
Love, Tom, Region 4-SF^		257-0506
Jourdan, Debbie, Region 4-SF		257-5243
Lofton, Gussie, Region 4-RCRA ^		257-0506
Calvin, Lynn, Region 5 *	EPA9533	353-1481
De Brower, Louise, Region 5^		353-1594
Pfundheller, Jan, Region 5-SF		353-5821
Yarberry, Nancy, Region 6 *	N.Yarberry	255-6540
Chambers, Charlene, Region 6-SF		255-2240
Falk, Linda, Region 6-SF		255-6720
Nelson, Pat, Region 6-RCRA	EPA9658	255-6750
McGlothlen, Linda, Region 6	L.McGlothlen	255-6521
Brakeall, Carol, Region 7 *	C.Brakeall	276-7527
Jones, Patricia, Region 7	EPA9799	276-7238
Sumpter, Dick, Region 7	EPA90742	276-7661
Thierer, Barry, Region 7-SF	EPA97039	276-7515
Rivera, Jackie, Region 8 *	EPA9872	330-1465
Macy, Carole, Region 8-SF	EPA9835	330-7038
Artemis, Tina, Region 8-SF	EPA9870	330-7039
Smith, Paula, NEIC	P.Smith	776-5147
Ryall, Marilyn, Region 9 *	EPA99223	484-1507
Hadlock, Holly, Region 9-SF		484-1448
McAllister, Barbara, Region 10 *	EPA90004	399-4044
Williams, Lynn, Region 10-SF	EPA9065	399-2121
Hughes, Margaret, Region 10-RCRA		399-6687

NOTE: * = Principal Regional Contact; SF= Superfund ; ^ = Contractor

Please send any changes or corrections to Mary Hoffman at Email box M.HOFFMAN/EPA30360 or call FTS 475-7762.