

Records Management During COVID-19 Quick Guide

Helpful Links

Records Management Intranet Website

staff.loc.gov/sites/ocio/records-management/
(includes links to RM policies and guidance including Quick Guides and the Records Liaison list)

LC Coronavirus Intranet Website

staff.loc.gov/sites/communications/stay-informed/coronavirus-prevention-and-response/

LCR 9-930 Telework (Working Offsite)

staff.loc.gov/sites/rules-and-regulations/regulation/lcr-09-930/

LOClearn: Records Management Basic Awareness 2020 Course

(Please use Internet Explorer or Chrome)
loc.sumtotal.host/Core/pillarRedirect?relyingParty=LM&url=core%2Factivitydetails%2FViewActivityDetails%3FActivityId%3D183942%26UserMode%3D0

For More Information

The best way to reach the Records Management team during the COVID-19 Enhanced Telework Period is by Skype or email. Phone calls can be scheduled upon request.

Records Management Division

(OCIO/QPM/RM): records@loc.gov

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Records Management Division staff are teleworking every weekday and remain available to support Library staff during this challenging time. We know that Library staff are working in several different ways: some are teleworking from home with or without a Library computer, and some are still in the Library buildings.

This Quick Guide provides RM policy reminders that are especially important for teleworkers, as well as suggested RM tasks that anyone can do to add variety to their day. We know the teleworking experience is new to a lot of people, and that we are all in unfamiliar territory. If you have any questions or concerns, please let us know.

Records Management Policy Reminders

It is important to remember that Library staff are responsible for managing records generated in the course of their work, regardless of location.

Records: Records in all formats (paper or electronic) may be created and used offsite, but they must be brought back to the Library when you return. Ensure that any records you create or use are kept organized, safe, and secure.

If you are connected to the Library network and working with electronic records, save to the shared drive as usual.

If you create records that you cannot immediately store on a Library shared drive (for example, if they are paper, or if they are electronic but you are not connected to the Library network), keep them, and bring them back and file them appropriately when you return to the Library.

You may also email electronic records to your Library email account, but be sure to save them in the appropriate location when you return to the Library.

Email: Normally Library employees should not use their personal email accounts for Library business, but we are now in a unique situation. If you cannot access your Library email, and you have to use your personal email account for Library business, be sure to forward or copy the email to your Library email account.

This must be done within 20 calendar days of their original creation or receipt, but it is best to do this immediately, so that you do not lose track.

Personally Identifiable Information (PII): If you are working with sensitive PII offsite, you must do so electronically over the Library network. Continue to limit PII access to authorized staff.

Records Management Task Suggestions

- Complete the Records Management Basic Awareness 2020 training course in LOC Learn
- Review RM guidance materials on the RM intranet website staff.loc.gov/sites/ocio/records-management/
- Work with your office's Records Liaison to update your office's File Plan – ask us if you need the latest version
- Work with your office's Records Liaison to clean up your office's shared drive – just don't delete any records!
- Clean up your Library email account – all staff can delete personal, non-record, and transitory emails – see the [Annual Records Review and Cleanup \(ARRC\) Quick Guide](#)