



Debbie Conway, Clark County Recorder



Office of the County Recorder Goals 2011-2012



KIOSK AND WEB PUBLIC ACCESS

Our goal is to provide the public with easier access to records and to expedite the process of obtaining certified copies of recorded documents. The Kiosk/Web Public Access will provide a method for ordering copies and recording documents without having to visit the Government Center in downtown Las Vegas. We will first enhance the website with search pages that allow the public to load a shopping cart with their requests for copies. The same process can then be used at a kiosk. When checking out, payment can be made with credit or debit cards. We are looking at designs for kiosks that will be situated throughout the County (Laughlin, Mesquite and other outlying areas). We are partnering with other departments to provide multi-purpose kiosks that will allow the public to order copies, print copies on the spot, and provide other related services.

Projected Completion Date: Fall 2012

MICROFILM PRODUCTION AND INDEXING

Microfilm is produced from the electronic images created during the recordation process. Presently, microfilm is produced weekly from images that are sent out in bulk at the end of each week. We will be seeking a vendor who can produce complete indexes from the images sent out for microfilm production. This will reduce the time between recordation and public access of the information. This will also increase accuracy on an ongoing basis through a stringent verification process.

Projected Completion Date: Fall 2011

BUSINESS CONTINUITY AND FAILOVER

Our large volume of images will grow exponentially as we add the images digitized from microfilm. Such a large number of files present challenges in maintaining backup copies. By establishing a redundant, failover system in an alternate location, we will be able to "switch" to a backup system should the primary system fail. This will provide seamless business continuity in the event of an operational or system failure.

Projected Completion Date: Spring 2011

ADDED FUNCTIONALITY TO APTITUDE SOLUTIONS' ONCORE SYSTEMS

The new recording and workflow management system has carried the Clark County Recorder's Office into the 21st Century. The workflow - scanning, recording, indexing, quality control, verifying, mailing, and searching of recorded documents - has been completely streamlined through automated queues. This has enabled the Recorder's Office to reduce internal paper flow, save time, and easily manage the workload by quickly moving images electronically to complete the process. Additional planned functionality includes an audit queue to improve response time in document reviews by audit staff; implementation of "Applause", the gov-to-gov electronic recording module that will open up eRecording to more agencies; and, enhanced reporting to supplement the set of standard reports with custom robust reports.

Projected Completion Date: Winter 2011

MICROFILM BACK FILE PRESERVATION, CONVERSION AND DIGITIZATION

A new electronic format is available for microfilm. The microfilm is not digitized into indexed image files. It is converted to a streaming image of the documents just as they are on the roll of microfilm. We will provide a computer program that simulates a microfilm reader. To view electronic microfilm, the computer program provides electronic "knobs" and slide bars to navigate through a roll of microfilm. There are additional electronic stops that can be made as opposed to simple forward-and-reverse on film readers. Since over 13,000 rolls of microfilm (dating back to 1874) need to be converted to electronic microfilm, we will also have the roll of film reproduced on silver-based film.

The cost of converting rolls to electronic microfilm is half of what it costs to digitize individual multi-page image files for each document. Once we have converted all of the microfilm to this format, it will eliminate the need to: 1) handle any rolls of microfilm, as we will no longer maintain microfilm on-site; and 2) use or maintain microfilm readers and printers in our office. Converting microfilm to digital images will provide easier access for the customers to search and retrieve information. It will eliminate the cost of periodically replacing or treating film and significantly reduces the ongoing costs for maintaining microfilm equipment. This low-cost approach will be a significant time saver for the staff as well as for the customers, as we will be able to access digitized microfilm images on our computer system to view, obtain and/or make copies. This will greatly increase customer service to the public by allowing electronic access to the digital image rather than requiring customers to come into the office to access a microfilm machine.

Projected Completion Date: Summer 2011

CUSTOMER SERVICE

The Clark County Recorder's Office continues to excel in customer service. The Las Vegas Chamber of Commerce Customer Service Excellence Program recognized 44% of the employees during the 2010 award ceremony for providing excellent customer service. Our goal is to continue to provide excellent service to our customers and recognize employees for their commitment to quality service.

COMMUNITY OUTREACH

In partnership with the Assessor's Office, the Recorder's Office employees volunteer to sponsor students at Matt Kelly Elementary School.

The Recorder's Office will work in partnership with the Assessor's Office to conduct fraud prevention workshops in collaboration with Nevada's Fight Fraud Task Force. These workshops provide the public with information they can use to deter fraudulent acts that may be committed against them and also offers them a method for researching their property records for suspicious activity.

AWARDS

National Association of Counties (NACo) 2009 Achievement Award

National Association of County Recorders, Election Officials and Clerks (NACREC) 2009 Best Practices Award for the Queue Management System

The Recorder's Office was a proud Finalist for the 2010 Nevada Taxpayers Association Cashman Good Government Award

Recipient of 2010 National Association of Counties (NACo) Achievement Award for Electronic Recording Gov-to-Gov Collaboration