

# TECHNOLOGICAL ENHANCEMENTS

## Office of the County Recorder



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Clark County Recorder

### GOALS 2013-2014

#### CUSTOMER SERVICE

The Clark County Recorder's Office continues to excel in customer service. The Las Vegas Chamber of Commerce Customer Service Excellence Program acknowledged 25 employees from the Recorder's Office 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

The Recorder's Office conducts fraud prevention workshops in collaboration with the Nevada Fight Fraud Task Force. These workshops provide the public with information that they can use to research their recorded documents and deter fraudulent acts that may be committed against them.

The Recorder's Office participates in a variety of community fairs, such as the Fire Department's Open Houses and the Clark County Fair.

In partnership with the Assessor's Office, the Recorder's Office employees provide holiday gifts to students at Matt Kelly Elementary School and food to seniors and others through a local food bank.

#### AWARDS

National Association of Counties (NACo) 2012 Awards for the following three projects:

- ◆ OnCore Recordation Audit Queue Message System
- ◆ BMI Digital Reel Microfilm to Digital Images Conversion Project
- ◆ Fight Fraud Task Force Outreach Workshops

#### PAST ACCOMPLISHMENTS 2012-2013

- ◆ Microfilm Production Conversion
- ◆ Mobile Website
- ◆ Added Functionality to Aptitude Solutions' OnCore System
- ◆ Records Research Training and Waiting Area Improvements
- ◆ Digital Image Storage

#### ARCHIVAL AND PRESERVATION

The preservation project will restore historical record books to their original condition through deacidification, repair, rebinding and archival grade polyester encapsulation.

*Projected Completion Date of Phase I: Fall 2014*

#### ENHANCED CUSTOMER QUEUING (Q-MATIC)

The project will provide a kiosk for customers to select which type of service in the Recorder's Office they would like to use. From Recording documents, speaking with an Auditor, to purchasing a Marriage Certificate, these kiosks will assist in directing customers to the proper division or workstation.

*Projected Completion Date: Summer 2013*

#### MARRIAGE CERTIFICATE INDEX FROM 1909—1988

This project creates an electronic index of the marriage certificates between 1909-1988. The project will provide better search results in Digital Reel and also the information will be imported into the OnCore System to improve on the current indexing information.

*Projected Completion Date: Spring 2014*

#### GOV-TO-GOV ELECTRONIC RECORDING

This enhancement will allow other government agencies to electronically record documents directly to the Recorder's Office. The web service picks up the package and presents it to the Recorder's Office through an electronic queue that displays the documents directly to the screens of a Recordation Technician. The recorded documents will be returned electronically to the submitter.

*Projected Completion Date: Spring 2014*

#### MOBILE RECORDING APPLICATION DEPLOYMENT

The Mobile Recording Application will allow customers to record documents using their mobile device (phone/tablet). Through the application, the customer will be able to take a picture of the document(s), submit the document(s) for recording, pay the recording fee, and receive confirmation, all through the use of their mobile device.

*Projected Completion Date: Winter 2013*

#### ELECTRONIC NEWSLETTER

The electronic newsletter will provide subscribers with up-to-date information and announcements within the Recorder's Office.

*Projected Completion Date: Fall 2013*

#### ARCHIVAL SHELVING SYSTEM

The Industrial-grade carriage and rail shelving system project will consolidate space for the storage of archival books, maps and other records.

*Projected Completion Date: Spring 2014*

#### MARRIAGE CERTIFICATE KIOSK

With an average of 7,000 marriages occurring each month in Clark County, the Marriage Certificate Kiosks will allow couples to purchase a certified copy of their marriage certificates.

*Projected Completion Date: Fall 2013*

#### RECORDING KIOSK

Our goal is to provide the public with easy 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 one of our two office locations. The Kiosks will be located 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 2014*

#### Q-MATIC ORCHESTRA UPGRADE

Q-Matic is the queuing system used in the Recorder's Office to service customers in a timely fashion. Q-Matic Orchestra is an upgrade to the current queuing system. It will allow for the creation of virtual branches and will provide additional reporting features.

*Projected Completion Date: Fall 2013*

#### ORDER STATUS ON WEB ORDERS

Order Status is the fastest and easiest way to check the progress of an order, as well as estimated delivery date and tracking information for documents that are ordered through our web site.

*Projected Completion Date: Fall 2013*

