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Clark County Recorder

# Clark County Recorder's Office

## Goals for 2009—2010



A CENTURY OF SERVICE

### Ongoing Projects

#### 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 41 of our employees during the 2008 award ceremony for their excellent customer service. Our goal is to continue to provide excellent service to our customers and recognize employees for their commitment to providing quality service.

#### Community Outreach

Community Outreach: As a collaborative effort with the Assessor's Office, the Recorder's Office employees volunteer to assist and/or mentor students at Matt Kelly Elementary School.

**Implemented: December 2008**

#### Fraud Awareness Project

An initiative that collaborates with local and state governmental agencies to increase awareness of fraudulent activities common to real estate transactions.

**Implemented: December 2008**

#### Website Improvements

##### CONTENTS:

- On-line instructional training videos
- How to complete a Declaration of Value Form
- How to record a Declaration of Homestead Form
- Recording requirements
- How to obtain certified copies
- Announcements
- New user-friendly records search site

### Technological Enhancements

#### Credit Cards

The online system will allow customers to order their marriage certificates and official records on the Recorder's website using MasterCard, Visa, or Discover credit cards. These services will be available at the main office and also at the two branch locations.

**Projected Completion Date: Spring 2009**

#### Recorder's Lab Reconfiguration

The old microfilm lab space will be reconfigured to accommodate the growing needs of the technology division. The empty space remaining after the lab was dismantled will be used for a high-tech training room and also to house technical staff. The mail room will be relocated to the front of the office for the convenience of our large volume customers and others who pick up their documents in bulk. Scanning will be housed in an enclosed office, reducing noise and paper dust in the recordation area.

**Projected Completion Date: Spring 2009**

#### Microfilm Archive Facility Enhancement

The archive facility will be upgraded with additional environmental controls, including a climate-controlled fireproof vault. Cubicles will be added and computers will be networked to the County's LAN. Records inspections, microfilm quality control and digitization project management will take place at the archive facility to save on costs rather than having to transport film back to the Government Center.

**Projected Completion Date: Spring 2009**

#### New Recording System through Aptitude Solutions' OnCore Systems

The new recording and workflow management system will carry the Clark County Recorder's Office into the 21st Century and will effectively manage large volumes of documents. The workflow management tools, mailing, scanning, recording, quality control, indexing, verifying, and searching of recorded documents is completely streamlined through automated queues. This will enable 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.

**Projected Completion Date: Summer 2009**

#### Kiosk/Web Public Access

Our goal is to provide citizens and the public with a method for ordering copies and recording documents without having to come to the Government Center in downtown Las Vegas. We will first set up a website with search pages that allow the public to load a shopping cart with their requests for copies. 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 collaborating 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.

Benefits: To provide customers with easier access to records and to expedite the process in obtaining certified copies of recorded documents.

**Projected Completion Date: Winter 2009**

#### Security Enhancements

Added security enhancements will provide additional coverage towards protecting our documents as well as the customers and/or personnel.

**Projected Completion Date: Summer 2009**

#### Microfilm Scanners In-House Digitization (2000-2004)

The Wicks & Wilson RS325 ScanStation will read a roll of microfilm and digitize the pages on the microfilm at a rate of up to 325 frames per minute. It can scan both 16 and 35 mm rolls of film whether the film is on a roll or in a cartridge. It uses the latest SMARTSCAN image enhancement technology to ensure the best possible image is obtained from any film type, and with intelligent page cropping, it will automatically size the image from the microfilm without the need for operator intervention. The Wicks & Wilson microfilm scanners will be used to digitize our microfilm from 2000 through 2004. It will take one scanner approximately 20-25 minutes to convert one roll of microfilm containing approximately 7,000 frames. The newly digitized images will be sent through an OCR process for automatic redaction of social security numbers, and through a quality assurance process.

Benefits: Converting microfilm to digital images will provide an easier method for our customers to search and retrieve information. Once the documents on the microfilm are available electronically, the microfilm will be placed in permanent storage at the archive. This eliminates the cost of periodically replacing or treating film and significantly reduces the ongoing costs for maintaining microfilm equipment. This will greatly increase customer service to the public by allowing them electronic access to the digital image rather than requiring them to come into our office and access a microfilm machine.

**Projected Completion Date: Winter 2009**

#### Microfilm Backfile Preservation and Conversion

A new electronic format is available for microfilm. The microfilm is not digitized into indexed image files. It is converted to an electronic microfilm format. Eventually, it produces 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.

Benefits: 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. 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.

**Projected Completion Date: Spring 2010**