



**DEBBIE CONWAY**  
Clark County Recorder

# Clark County Recorder's Office

## Goals for 2010-2011



### Technological Enhancements

#### KIOSK/WEB PUBLIC ACCESS

Our goal is to provide the public with easier access to records and to expedite the process in obtaining certified copies of recorded documents. The Kiosk/Web Public Access will provide a method for ordering copies and recording documents without having to come to 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 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.

*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 functionality in the next year includes an audit queue to improve response time in preliminary 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 requested by our users.

*Projected Completion Date: Spring 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 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.

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. 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 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: Spring 2010*

#### ENHANCED CREDIT CARD SERVICES

Accepting credit cards (MasterCard, Visa, Discover, and American Express) provides additional payment options for customers to order their marriage certificates and official records. Credit card services are accepted at the main office and also at the two branch locations. Credit card orders are presently not available via fax, phone, or through the mail. Our goal is to enhance credit card functionality to provide customers a process that will allow them to pay by credit card over the phone using our third-party vendor's Interactive Voice Response (IVR) system.

*Projected Completion Date: Spring 2010*

#### MICROFILM PRODUCTION AND INDEXING

Microfilm is produced from the electronic images created during the recordation process. Presently, microfilm is produced weekly from images that we send out in bulk at the end of each week. Legacy indexes were created in whatever indexing application was in use at the time of recording. A number of fields that we currently index were not required to be indexed in the past. We will be seeking a provider who can produce complete indexes from the images sent out for microfilm production. This will improve the time between recordation and public access of the information available, as well as provide complete indexes by filling in the fields that had not been required in the past, increasing accuracy on an ongoing basis through a stringent verification process.

*Projected Completion Date: Fall 2010*

#### INCREASE STORAGE CAPACITY AND PROVIDE FAILOVER (BUSINESS CONTINUITY)

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 system B if system A should fail. This will provide business continuity in the event of an operational or system failure.

*Projected Completion Date: Winter 2010*

#### DOCUMENT MANAGEMENT SYSTEM

Installing DocuXplorer document management system software will provide the ability to scan internal documents and create an index database for easy search and retrieval. DocuXplorer comes with an interface to QuickBooks and Microsoft Office so that the Auditors may import and export data into and out of Real Property Transfer Tax collections software programs.

*Projected Completion Date: Summer 2010*

#### UPGRADED WIDE-FORMAT PRINTING

The Recorder's Office has shared wide-format scanning and printing equipment with the Assessor's Office for a number of years. Last year, we modernized the map scanner and printer. This year, we are undertaking a conjoined project to upgrade the antiquated color plotters with fast, high-quality, eco-friendly color printers. The improved technology enables both offices to replace four antiquated plotters with two new color printers.

*Projected Completion Date: Fall 2010*

### 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 43% of our employees during the 2009 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

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 conducts fraud prevention seminars at senior citizens centers in collaboration with Nevada's Fight Fraud Task Force. These seminars provide seniors 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.

#### FRAUD AWARENESS INITIATIVE

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

#### WEBSITE IMPROVEMENTS

Contents:

- ◇ Order documents online
- ◇ 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

#### AWARDS

National Association of Counties (NACo)  
**2009 Achievement Award**

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