Office of the County Recorder
Goals 2011-2012

MICROFILM BACK FILE PRESERVATION, CONVERSION AND DIGITIZATION
A new electronic format is available for microfilm. The microfilm is not digi-
tized 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 com-
puter program that simulates a microfilm reader. To view electronic micro-
film, 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.

If over 13,000 rolls of microfilm (dating back to 1874) need to be con-
verted 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 files. It is far less labor intensive and is performed at a 

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 related services.

Project Completion Date: Summer 2011

Project Completion Date: Fall 2012

BUSINESS CONTINUITY AND FAILOVER
Our large volume of images will grow expo-
nentially as we add the images digitized from
microfilm. Such a large number of files pre-
sent challenges in maintaining backup cop-
ies. 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.

Microfilm is produced from the electronic images cre-
ated during the recording process. Presently, micro-
film is produced weekly from images that are sent out in
bulk at the end of each week. We will be seeking a ven-
dor who can produce complete indexes from the images
sent out for microfilm production. This will reduce the
time between recording and public access of the infor-
mation. This will also increase accuracy on an ongoing
basis through a stringent verification process.

Project Completion Date: Spring 2011

Project Completion Date: Fall 2011

ADDDED 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 Re-
corder's Office to reduce internal paper flow, save time, and easily manage the workload by quickly moving images electronically to complete the process. Addi-
tional 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.

Project Completion Date: Winter 2011

Clark County Recorder

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 dur-
ing the 2010 award ceremony for pro-
viding 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 Of-
fice, the Recorder’s Office employees volunteer to sponsor students at Matt
Kelly Elementary School.

The Recorder’s Office will work in part-
nership 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 Rec-
ers, Election Officials and Clerks (NACRC) 2008 Best Practices Award for the Queue Management System
The Recorder’s Office was a proud Finalist for the 2010 Nevada Taxpay-
ers Association Cashman Good Gov-
nernment Award.
Recipient of 2010 National Association of Counties (NACo) Achievement Award for Electronic Recording Gov-
to-Gov Collaboration