TECHNOLOGICAL ENHANCEMENTS 2008-2009

DEBBIE CONWAY
Clark County Recorder

Desktop Computers and Monitors

Description: The computers will be the newest Dell model GX745. Recordation, Indexing and Records Research computers will have 24" wide-screen monitors. Audit and Scanning will have two 20" monitors per workstation. All other workstations will have a 20" monitor. There will be two 24" wide-screen monitors in the public research area for viewing maps.

Benefits: These configurations will provide optimum working conditions for the staff doing recording and indexing and will enhance their abilities to process a large number of documents. It will also improve service to our customers since the counter staff in both recordation and records research will have larger screens to show the customers as they are processing documents or requests for copies.

Implementation Schedule: These new computers were installed in April 2007.

Desktop Printers

Description: The new HP LaserJet P3005d Printer can print up to 35 pages per minute in its best quality mode. It has three paper trays: one 100-sheet multipurpose tray and two 500-sheet input trays. The printer can accommodate any type of paper, whether letter or legal size paper or envelopes. Most importantly, this printer has duplex printing, e.g. it can print on both sides of the paper.

Benefits: Nearly one million dollars ($1,000,000 USD) in revenue is generated by selling copies of records to the public at a per-page fee of $1.00. The majority of these copies are provided in paper format by printing a page of 8.5" x 11" paper from an electronic image of the original document. The staff who prepares copies use three different paper stocks, some of which require a certification with a signature to be printed on the backside of the document. These printers have expedited the printing process by having all three paper stocks automatically available for printing and certification. Previously, staff members had to manually feed the printers to accommodate the various size stock and the printing of the certification.

Implementation Schedule: 20 printers were installed in May 2007

High-Volume, High-Capacity Document Scanners

Description: The Kodak i820 high-end scanners delivers virtually uninterrupted workflow. From documents on delicate to heavy paper, in almost any condition, these scanners will provide consistent speed and accuracy that keep productivity up and operating costs down. The automatic feeder holds 1,000 pages of mixed sizes and weights, and can be adjusted for left, center or right feeding to reduce document preparation time. The scanner delivers virtually jam-free operation at speeds up to 160 pages per minute.

Benefits: The Kodak i820 scanners have all of the functions we require. They easily accept documents of different sizes, weights and types and completes the scanning process at rates up to 160 pages per minute, 175% faster than the previous scanners.

Implementation Schedule: Three i820 Kodak scanners were installed in June 2007.

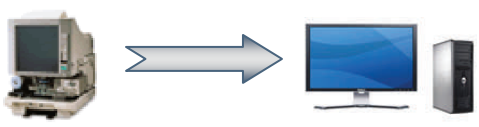
Microfilm Scanners

Description: 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 with no need for operator intervention.

Benefits: The transfer of microfilm to digital media will provide an easier method to retrieve information for our customers. This conversion process will reduce the continuous cost of the microfilm equipment and will make the data more readily accessible to the public. 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.

Implementation Schedule: This project is expected to be completed by November 2008.

Microfilm Backfile Conversion



Description: A new method of digitizing microfilm will be used to convert all of the office microfilm to this format. The difference between digitizing with this method and digitizing the images is that this method does not break a roll of film down into one image per frame. What is produced is a streaming image of the documents just as they are on the roll of microfilm. To view images, we will use proprietary software on our public access and individual workstations. The screens mimic microfilm readers, with 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.

Benefits: The cost of digitizing rolls of microfilm is half of what it costs to digitize individual files for each document. Once we have converted all of the microfilm to this format, we will eliminate the need to: 1) handle any rolls of microfilm, as we will no longer maintain microfilm on-site; and 2) use and 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.

Implementation Schedule: This project is expected to be completed by February of 2009.

Telephone System for Replacing ACD

Description: The "Business Communication Manager" (BCM) Nortel T7316 Digital Phone System is a feature rich proven voice processing system managed via a browser-based tool. It is a highly reliable, scalable, and integrated voice and data solution designed to meet the objectives of a single-site, medium size and multi-site enterprise to increase revenues, improve customer service, and streamline costs. This system will provide the platform for future enhancements, such as Integrated Voice Recognition!

Benefits: This system will provide the office with numerous capabilities to improve our customer service by automating more of our phone functions, tying in with our Order Entry System and allowing for seamless expansion as we grow. While the downside to this changeover was losing the internal ability to dial a 4-digit County extension, this will be offset with the speed-dial button that dials the 9+455.

Implementation Schedule: All phones in the department were replaced in June 2007.

Automated Queuing System

Description: An automated system for queue management allows an agency to register the customer upon arrival at the office, assign the customer a number, and provides an automated sign indicating what window or workstation the customer should proceed to for conducting their business. Such systems can effectively manage customers using multiple queues, if necessary. These systems are seen in government agencies, such as the DMV and the US Postal Service.

Benefits: An automated queuing system will enable us to manage multiple queues and to effectively process customers without phone calls and coming to the front to get the next customer. It will be integrated with our current DTS customer queuing application and will greatly enhance how we manage the flow of our customers. Presently, we have three areas serving customers who come to this office in person: the Front Queue, the Transfer Tax Auditor and Records Research. In each of these areas, our customers are served in the order of their arrival. An automated queuing system will ensure that each of our approximately 360 daily customers will receive prompt, efficient and orderly customer service.

Implementation Schedule: Q-Matic was completed in October 2007.

eRecording

Description: eRecording allows a customer to electronically record documents at the County from the customer's own office using a personal computer, a scanner, an internet connection, and the applicable software. Upon receipt of a customer's transmission of documents, County Deputy Recorders will follow the same process of checking the document for compliance to our recording requirements before accepting and actually recording the document. Payment for the recording service is handled through either an electronic transfer of funds or escrow account at the completion of the recording process.

Benefits: The popularity and ease of eRecording has undoubtedly made recording a much easier task. We experience less walk-in customer traffic as the commercial recording customer takes advantage of this exciting aspect of recording via an electronic transmission. Since the customer will be scanning the document from their own office and retaining the original document, this process eliminates the need for the County Recorder's Office to scan and mail the document back to the customer. This has resulted in a tremendous cost savings to the department.

Implementation Schedule: This project was completed in April 2008.

Automated Indexing

Description: Automated Indexing (A.I.) is also known as Artificial Intelligence. Programs/software for A.I. can be taught where to find the key parties to index on recorded documents and automatically populate the fields in our DTS software system with the names of the parties related by the document code/type. The more we record, the more the A.I. system learns.

Benefits: When we realize the benefits of A.I. we will have additional time and staff available to perform Quality Assurance of our archived records to ensure the accuracy and quality of those archived records.

Implementation Schedule: This project is expected to be implemented by November 2008.

Document Rejection Processing

Description: An automated Document Rejection Log within the DTS System will provide a record of when the document was rejected, how many documents were rejected, where the documents were returned to, and the reasons for the rejection.

Benefits: The creation of a Document Rejection Log will enable the Recorder's Office to correctly advise a customer if their document has been rejected if the customer has searched for their document and discovers that it did not record. The log will tell us what day it was rejected, how many documents were with the rejection, where it was returned to, and the reason(s) for the rejection. This will help the phone center respond to inquiries related to the status of a document submitted for recording.

Implementation Schedule: This project is expected to be implemented by November 2008.

Microfilm Preservation Project

Description: The goal of the Microfilm Preservation Project is to preserve the Clark County Recorder's Official Record Archive for the next 500 years. Currently, the Archive contains over 18,000 rolls of microfilm containing over 23 million documents dating back to 1874.

Benefits: This project will ensure that the customers and their successors will have access to and be able to read and/or obtain their recorded documents for many generations to come.

Implementation Schedule: This project expected to be completed by March 2009.