

OFFICE OF THE COUNTY RECORDER

GOALS 2012-2013



www.ClarkCountyNV.gov/recorder



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Clark County Recorder

MICROFILM PRODUCTION AND INDEXING

Microfilm is produced from the electronic images created during the recordation process. Presently, microfilm is produced monthly from images that are sent out in bulk at the end of each month. We will be seeking a vendor who can produce complete indexes from the images sent out for microfilm production. This will reduce the time between recordation and public access of the information. This will also increase accuracy on an ongoing basis through a stringent verification process.

Projected completion date: Winter 2012

DIGITAL IMAGE STORAGE

This project entails expanding the digital image storage capacity for the images of the official records and for the official records database. This solution includes having a duplicate secondary device placed in a different location for backup and disaster recovery.

Projected completion date: Spring 2012

ARCHIVAL AND PRESERVATION

Restore historical record books to their original condition through deacidification, repair, rebinding and archival grade polyester encapsulation.

Projected completion date: Winter 2012

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 planned functionality of a 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.

Projected completion date: Fall 2012

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 or the Northwest branch office on Tenaya and Cheyenne. 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 using a credit or debit card. 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: Winter 2012

RECORDS RESEARCH TRAINING AND WAITING AREA

Installing projector and retractable screen to display instructions during public records research workshops, and improve the current waiting area with additional seating.

Projected completion date: Spring 2012

MOBILE APPLICATION

Develop a web application to allow researching and ordering records from a mobile phone.

Projected completion date: Summer 2012

Q-MATIC ORCHESTRA UPGRADE

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

Projected completion date: Fall 2012

CUSTOMER SERVICE

The Clark County Recorder's Office continues to excel in customer service. The Las Vegas Chamber of Commerce recognized 34 employees during the 2011 award ceremony 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

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 will work in partnership 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 the property records for suspicious activities.

AWARDS

National Association of Counties (NACo) 2011 Awards for two projects: Collaboration to Improve and Enhancement Index of County Surveys and Maps and the Key to Our Success Program

