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<https://archives.delaware.gov>

May 20, 2013

TO: Records Officers and Authorized Agents

FROM: Government Services

SUBJECT: User's Guide to Appointment of Records Officer and Authorized Agents (Department of Education, School Districts, Charter Schools, Colleges and Universities)

The Department of Education, Schools, School Districts, and State Colleges and Universities generate Appointment Orders for Records Officers and Authorized Agents (RO/AA) that identify the agency personnel assigned as the liaison with the Delaware Public Archives (DPA). Your RO/AA will perform a number of important records management functions between your agency and the DPA that cannot be performed without valid appointments. These transactions include, but are not limited to: (a) transfer or retrieval of records; (b) requests for record destruction; (c) retrieval requests for information maintained in files; (d) access to confidential information (i.e. State Treasurer's payroll information used for pension verifications); (e) transfer of agency publications to DPA for Delaware Documentation; and (f) creation or revision of retention schedules.

Delaware Public Records Law, 29 *Del. C.* § 521, requires each agency and political subdivision to designate as many as appropriate, but at least one records officer. Each year in May, the Government Services Section of the DPA sends a notice to each Record Officer reminding them of the annual requirement for local and state governments to appoint Record Officers and Authorized Agents, appointment orders must be received by the DPA no later than 1 July (Beginning of the State's Fiscal Year).

A. The Records Officer and Authorization Agents form is completed using the Following steps:

1. Complete the following agency information fields:
 - a. College/University/School District: Use the Name of the College, District, School, University or indicate if form is for the Department of Education (DOE)
 - b. Division. (Name of the next organizational level below the School, District, College, University, DOE)
 - c. Section. (Name of the next organizational level below Division: if needed)
 - d. [Record Group Number](#): Four-digit number issued to your agency by the DPA to track all agency specific retention schedules and record transactions.
 - e. Program Location: Principle location of the Agency, School, or Program.
2. Complete the following information in Section I: Appointment of Record's Officer:
 - a. Name: First and Last name of the Record's Officer appointed by the Agency Head/Director
 - b. Title: Official Title of the Records Officer
 - c. E-Mail Address: e-mail address of the Record's Officer
 - 1) Must use the official work email address used for Department of Education, School Districts, Charter Schools, Colleges and Universities.
 - 2) May not use a private email address
 - d. Telephone #: direct telephone number to the Record's Officer
 - e. Fax #: Direct facsimile number to the Record's Officer
 - f. State Locator Code: (SLC is used for State of Delaware Agencies only)
 - g. Mailing Address: Complete physical mailing address of the Record's Officer
 - 1) Please do not use P.O Boxes as the DPA will not deliver records to a P.O. Box
3. Complete the following information in Section II: Appointment of Authorized Agents:
 - a. Name: First and Last name of the Authorized Agent appointed by the Agency Head/Director
 - b. Title: Official Title of the Authorized Agent.
 - c. E-Mail Address: e-mail address of the Authorized Agent.

- 1) Must use the official work email address used for College/University/School District business.
- 2) May not use a private email address
- d. Telephone #: direct telephone number to the Authorized Agent
- e. Fax #: Direct facsimile number to the Authorized Agent
- f. State Locator Code: (SLC is used for State of Delaware Agencies only)
- g. Mailing Address: Complete physical mailing address of the Authorized Agent
 - 1) Please do not use P.O Boxes as the DPA will not deliver records to a P.O. Box

B. Appointment Authentication.

1. After completing the information listed in sections A 1-3 above, the Record Officer enters the effective date and their name in the spaces at the bottom left of the form.
2. The Record Officer obtains the authorization of the Agency Head and completes the Agency Head name and the Title Information located at the bottom right of the form.

C. Submission of Appointment Orders to the DPA:

1. After the form is completed and authorization is obtained from the Agency Head:
 - a. The Record Officer of the College/University/School District may submit the form by:
 1. Emailing the completed RO/AA form to the analyst team mailbox at: analystteam@delaware.gov.
 2. This is the preferred method of submitting the RO/AA form to the DPA.
 - b. The RO/AA does not require a live signature; however, if the agency's internal policy requires a signature they may submit the signed for by:
 1. By Scanning the signed copy into a .pdf format and Emailing it to the analyst team mailbox at: analystteam@delaware.gov
 2. Fax the document to the Government Services section at (302) 739-2578.
 - c. Due to the high volume of traffic, faxing the document is the least preferred method of transmittal.
2. Multiple forms may be required for large organizations that require more than one Records Officers or more than four Authorized Agents.
3. Record Officers and Authorized Agents must immediately notify the assigned DPA analyst when an agency makes changes to the personnel assigned as Record Officers or Authorized Agents.
 - a. This is to insure that the DPA may continue to provide uninterrupted service to the agency.
 - b. Prevent unauthorized disclosure of agency records

D. DPA Contact Information:

1. The Delaware Public Archives has assigned an Information Resources Specialist (IRS) to each state and local government agency. A listing of Agency Assignments may be located by using the link below.
<http://archives.delaware.gov/govsvcs/pdfs/Agency%20Assignments/Agency%20Analyst%20Assignments.pdf>
2. For further information and assistance, please review the references listed below. You may contact your assigned analyst, or contact the DPA Government Services section at (302) 744-5000.

Effective: May 20, 2013

References:

Delaware Public Archives [Policy on Appointment of Records Officers and Authorized Agents](#)
Delaware Public [Archives Forms and Users Guides](#)
Delaware Public Records Law: [29 Del. C. c. 5](#)