PROFILE

CLIENT

The Texas State Library and Archives Commission (TSLAC) refers to the state government agency in the state of Texas that supports the reading, learning, and historical preservation needs of Texas and its people.

INDUSTRY

Government

WEBSITE

tsl.texas.gov

PRODUCT

Gimmal Physical

> "
> Everybody loves Gimmal Physical™. One thing I really like about it is it's customizable for me, and how you made it so simple. We heard about Gimmal through the Texas State Library and Archives Commission. I thought, if it's good for the state, then it must be good for local government, too."

REGGIE SEARLES
Records Management Specialist,
City of Allen

INTRODUCTION

The Texas State Library and Archives Commission (TSLAC) stands as a venerable institution with deep roots in the cultural and historical fabric of the state of Texas. Established over a century ago, TSLAC serves as the official repository for Texas' rich literary, historical, and governmental heritage. Its origins trace back to the early 1900s, but the repository holds records predating the Republic of Texas. TSLAC has played a pivotal role in preserving and providing access to a vast collection of documents, records, and manuscripts that encapsulate the narrative of Texas' government's evolution. Headquartered in Austin, TSLAC operates as both the state library, offering comprehensive information resources, and the state archives, safeguarding and making accessible an extensive repository of historical materials.

TSLAC's mission also includes assisting with the management of current records generated by state agencies and local governments, encompassing vital functions such as overseeing retention schedules, record program guidance, and training services for state agencies and local governments. As a pioneering authority in the domain of information governance, TSLAC is committed to embracing modern technologies and innovative solutions to address the evolving challenges in managing and preserving the state's valuable records.

BACKGROUND

The Texas State Library and Archives Commission's State and Local Records Management Division (SLRM) oversees an enormous inventory of non-archival physical records, including 390,000 boxes of paper, 255,500 reels of microfilm, and nearly 1.7 million sheets of microfiche. The challenges were multifaceted, from the limitations of legacy systems hindering efficient tracking, to the sheer volume of records demanding a sophisticated solution. Accessibility for state agencies and local governments, and compliance with diverse schedules further complicated the landscape, prompting TSLAC to seek a comprehensive records management solution.

Services are provided for state agency and local government staff at three different facilities:

1. State Records Center — Shoal Creek Facility, Austin, TX
2. State Records Center Annex — Promontory Point Facility, Austin, TX
3. TSLAC Headquarters — 1201 Brazos Street, Austin, TX

In 2015, TSLAC implemented the Gimmal Physical records management system, formerly known as Infolinx, to streamline the maintenance and circulation of records stored for 80 state agencies and local governments. Gimmal Physical is a leader in records and information management, providing functionality to create, track, manage, and dispose of physical records. Gimmal Physical is used by many Federal, State and Local governments, as well as other highly regulated organizations, to manage the information lifecycle.

IMPLEMENTATION

TSLAC faced considerable challenges in managing a large physical inventory of records. This led to a strategic partnership with Gimmal to establish a system of record that would streamline their inventory management and provide consistent procedures for the agencies they support.

RESULTS AND ACHIEVEMENTS

Gimmal Physical was designed to automate and integrate into the records management processes of TSLAC. The flexibility of the system allowed it to be configured to meet the specific needs and requirements of TSLAC.

1. <u>Space Management:</u> Management of 2 separate warehouse facilities offering commercial grade storage and retrieval services to over 80 state agencies and local governments within Texas.
2. <u>Billing Module:</u> TSLAC provides specialized services to thousands of end users from state agencies and local governments that include microfilm conversion, digitization, and other tasks requiring specialized equipment and skilled staff. Gimmal's billing module has been instrumental in automating this process, streamlining invoicing, and tracking related finances.
3. <u>Retention Guidance:</u> Gimmal is used to maintain over 150 records retention schedules for 148 state agencies and 2 general schedules. These schedules are used to assign the retention codes to records inventory to manage their lifecycle and eligibility for destruction according to the retention requirements.
4. <u>Cost Savings:</u> The implementation of Gimmal Physical contributed to cost savings by reducing operational expenses while increasing service capabilities.

CONTINUED GROWTH AND FUTURE STEPS

As a trusted system, Gimmal is a certified participant in the Texas DIR program and is in-process for TX-RAMP certification. In addition to TSLAC, Gimmal Physical is used by other Texas Agencies including Harris County, Dallas County, Denton County, Collin County, the City of Austin, the City of Dallas, the City of Allen, as well as the Texas Office of the Attorney General.

TSLAC continues to expand its physical records business as new agencies transfer inventory from other providers. TSLAC attributes this to its ability to leverage its software to provide a higher level of service at a more affordable cost relative to alternative providers. As agencies focus on the development of electronic processes, more and more inventory is being centralized with TSLAC to optimize its operational efficiency as records wait to meet their retention requirements.

CONCLUSION

In conclusion, Gimmal Physical has significantly optimized TSLAC's operations across multiple facets. It has efficiently managed space by overseeing 2 warehouse facilities that cater to the storage needs of over 80 state agencies and local governments. The billing module has played a crucial role in automating and streamlining financial processes for a multitude of specialized services provided to thousands of end users. Retention guidance has been enhanced with the maintenance of over 150 records retention schedules, ensuring proper lifecycle management and compliance with destruction eligibility. Ultimately, the implementation of Gimmal Physical has not only elevated operational efficiency but also achieved tangible cost savings, demonstrating its value as a comprehensive records management solution.

TSLAC's future plans include further exploration of the records series module on an individual agency level and managing electronic records at TSLAC. They also plan to integrate more state agencies to interact with their system, allowing for even better efficiency and facilitating the services they offer.

With Gimmal's support, TSLAC is expanding their scanning services for agencies. They recently purchased a new Flexscan system to scan state agency and local government reels of microfilm and sheets of microfiche. They're also ramping up their Scan-on-Demand services, lending flexibility to agencies needing quick access to digitized records.

AT A GLANCE

INVENTORY MANAGEMENT

390K boxes, 255.5K microfilm reels, 1.7M microfiche sheets

RETENTION COMPLIANCE

Over 150 schedules for state and local records

AUTOMATION BOOST

- Billing streamlined for specialized services
- Efficient space management across 2 storage facilities

TECH UPGRADES

- Flexscan for microfilm/fiche digitization
- Expanded Scan-on-Demand services

STRATEGIC GROWTH

- TX-RAMP certification underway.
- Potential DFPS partnership for centralized records.

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Migrating to Infolinx [now Gimmal Physical] from OmniRim was like going from complete darkness to bright light. The steps to complete processes were greatly reduced, the system was much faster and more efficient, and the customer service representatives were top rate. Another benefit was that it was fully customizable and we got exactly what we wanted."

BOBBY FRENCH
Customer and System Specialist, TSLAC