Montana State Library Guideline

Electronic Data Management

Purpose

The following guidelines provide instruction regarding how to manage electronic data developed in the course of employment at the Montana State Library (MSL). Data includes but is not limited to electronic documents such as word processing files and spreadsheets, databases and written correspondence including email. These guidelines should be followed in order to remain in compliance with state law.

Background

As employees of a Montana state agency, MSL employees must adhere to strict policies regarding the management and retention of documents generated in the course of employment that is considered public record.

Montana law defines a public record as "any paper, correspondence, form, book, photograph, microfilm, magnetic tape, computer storage media, map, drawing or other document, including all copies thereof, regardless of physical form or characteristics" that has been created or received by a state agency or local government "in connection with the transaction of official business and preserved for informational value or as evidence of a transaction." It includes "all other records or documents required by law to be filed with or kept" by a state agency or local government, including school districts. (2-6-202, MCA (http://sos.mt.gov/Records/Privacy/index.asp), 2-6-401, MCA) (http://sos.mt.gov/Records/Privacy/index.asp).

The 2001 Legislature expanded the definition of a public record to include electronic mail, or e-mail, "sent or received in connection with the transaction of official business." For more information about managing e-mail, see E-Mail Guidelines: A Management Guide for the Retention of E-Mail Records for Montana State Government **(**http://sos.mt.gov/Records/Privacy/index.asp**).**

Records are indispensable to the efficient and economical operation of government. They serve as the governmental memory; they are the evidence of past events and the basis for future actions. When created, maintained, and disposed of in a systematic and orderly fashion, records are a tremendous asset.

Not every piece of paper generated in the course of doing government business is a public record that must be preserved. Telephone messages, routing slips, and preliminary drafts are examples of documents that do not need to be retained. General Records Retention Schedule 9 (http://sos.mt.gov/Records/Privacy/index.asp) provides a detailed list of documents that are not considered public records.

Some government records, such as personnel records, are confidential and may not be accessed by the public (http://sos.mt.gov/Records/Privacy/index.asp).

Questions about records retention should be directed to MSL's records custodian Sue Jackson. More information about what constitutes a public record is also available online from the Records Management Division.

Appropriate Use of the File Share System

MSL maintains a File and Print server to provide storage space to save and share work documents. The following guidelines instruct employees regarding appropriate use of the MSL electronic file system. Employees should seek guidance from supervisors if they are uncertain about the best location for certain files.

Shared drive(s)

- The default location for all library materials and should be used whenever possible.
- The State Librarian has full rights to everything in the Share tree.
- As a general rule, all staff has read rights to everything in the Share tree.
- As a general rule, all staff have full rights to everything downstream from the uppermost folder representing their program.

- The network administrator (NA) has full rights to everything in the Share tree.
- Share folder structure is determined by staff downstream from the uppermost folder representing their program.
- Files on the Shared drives are backed up for one month before they are overwritten
- Shadow copies of files on the Shared drive are retained for a month before they are overwritten.
- Annual snapshots of the Shared drives are also maintained.

**H drive (CWxxxx)
- Storage only of early drafts and other materials not suitable for general distribution. Whenever possible, an appropriate storage location in Share should be utilized instead.
- Storage of employees Outlook archived .pst files.
- The employee, the State Librarian, the employee's direct line of supervisors, and the NA have full access rights.
- Folder structure is up to the employee.
- Files on the H drive are backed up for one week before they are overwritten.
- Shadow copies of files on the H drive are retained for a week before they are overwritten.
- H drive storage sizes are limited to 5 Gb. Exceptions may be considered by the CIO.

Xfer drive(s)
- File location for sharing files between units and programs
- Not a permanent file location
- All staff have full rights to everything on the Xfer drive
- Files on the Xfer are not backed up.

**C drive and other storage devices
- Files maintained outside the shared file system described above are not backed up. MSL makes no guarantee regarding their long-term preservation.
- Although files maintained outside the shared file system are not backed up, any files maintained on state equipment may be considered property of the state.
- C drives or other storage devices outside the shared file system may be accessed by the State Librarian, employee supervisors, the CIO and/or the Network Administrator.

Personal Files

Over the course of employment it may be necessary for employees to store personal files on their workstations. Examples of personal files might include personal copies of performance appraisals, state employment applications or resumes. Employees' personal files are not the responsibility of MSL. In order to maintain valuable storage space, personal files may not be stored on the H drive, Shared drives or the Xfer drives. MSL will not provide disaster recovery for these files.

Note, work files including email and other documents including but not limited to correspondence, memos, written reports, minutes and meeting notes, created in the course of employee are not personal files.

Ceasing Employment

At the point in time when a person leaves his/her employment at MSL, the documents created in the course of employment remain the property of the Montana State Library. At that time employees must:

- Remove or delete any personal files from the employee's C drive of his/her workstation. If an employee wishes to save any personal data such as performance appraisals or resumes, he or she must provide a DVD or flash drive to do so.
- Discuss with the employee's supervisor the disposition of work files that reside on the C drive or the H drive. Typically any work files not maintained on the shared drive already should be moved to the appropriate file location on the shared drive under the direction of the employee's supervisor. If local files are duplicates of files already located on the shared drive these duplicates may be deleted but only at the direction of the employee's supervisor.

Acknowledged By _____

Employee name _____

Date _____

** The MSL Network Administrator is investigating an alternative option for storage of files currently maintained on the H drive including:

- Storage only of early drafts and other materials not suitable for general distribution. Whenever possible, an appropriate storage location in Share should be utilized instead.
- Storage of employees Outlook archived .pst files.

This alternative will require employees to store these files on their C drives. MSL will use imaging software to backup these files on an incremental basis to the H drive. The H drive will then only be used as a repository for these backup files.

The benefits of this alternative include more active employee oversight of backups of their personal and working files and quicker Outlook response time because email .pst files will reside on employees' hard drives and therefore do not have to be accessed across the network.

The H drives will continue to have a 5 Gb limit. Employees will be notified when they are nearing this threshold so that appropriate action can be taken. It will be the responsibility of employees to manage their personal and working files as described above.