

STANDARD OPERATING PROCEDURES

Project Name:

SCANNING OF DOCUMENTS

Land Records Division

Department of Land Management
Government of Guam, P.O. Box 2950, Hagatna, Guam 96932

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A. Objective & Scope of the Project/Mission

History: It is estimated that there are at least 600,000+ individual recorded documents presently stored in the Land Records vault . A document can either consist of one (1) page or as many as 400 pages, therefore, we can safely assume that there are over 4 million individual "sheets" that have to be scanned into the system.

It is the long range goal of the department to scan all recorded documents and sheets into the "system".

Once all recorded documents are entered into the system, information will be available to the people on a global level from a Government of Guam website.

B. Strategy For Scanning

Scanning, Quality Control and Inventory shall begin with the Calendar Year 1999 and work backwards. All documents are now filed according to calendar year and numeric sequence in the Land Records vault. Documents to date are now from inventory of calendar year 1993. Current year 2002 documents are also being scanned.

Control Measures: It is important that control measures and diligence be exercised in this entire operation to ensure that no document is lost, misplaced, misfiled, damaged, etc. since these are original documents. Therefore, all personnel must be cognizant of their daily work and apply the utmost care when scanning all original documents.

All documents must be keyed in by data entry prior to scanning for consistency.

Remember: All original documents must be secured IN THE VAULT AT ALL TIMES! Not in the desks, left laying around, or anywhere else . NO EXCEPTIONS!

C. Key Players

The key players in this project are:

The Deputy Civil Registrar is responsible for the overall coordination, administration and management of the scanning project. That individual is charged with ensuring that all stations are fully manned with those assigned employees for scanning.

There shall also be a Scanning Project Supervisor. This individual is responsible for the day-to-day operations of the scanning project and shall conduct "spot checks" to be done periodically to ensure that there are no interruptions, breakdown in equipment, disruptions, etc. It is recommended that spot checks be conducted in the morning and in the afternoon, or as needed to ensure a consistent and smooth operation.

Any and all questions, inquiries, and concerns relative to the scanning operation shall be directed to the Deputy Civil Registrar.

D. The Scanners & QC Personnel

This group of individuals are the "front line" personnel charged with the actual scanning and quality control of the operation.

The Scanning Project Supervisor. supervises the day-to-day operations of the project. The supervisor may also perform the required scanning and quality control **functions**. The duration of this assignment shall **be ongoing** . The following individuals are identified as the current personnel with the scanning project:

A. Primary Group Personnel* - Land Records Division Employees

Judy R. Untalan, Amy Bautista, christina Q. Torres , **Supervisor**, and Norma Manglona.

E. Assignment of Permanent Staff

Assignment of Permanent Scanning Staff: The Deputy Civil Registrar shall assign any Land Records staff to the scanning project on rotation or on a permanent basis.

The Scanning Stations are located on the 2nd floor, Land Records Division.

Station #1

Operators: Land Records staff as assigned

Station #2

Operators: Land Records staff as assigned

F. Role of the Operators & Assistants

Role of the Scanning Project Operators:

ALL OPERATORS SHALL BE FULLY RESPONSIBLE FOR THE DAY-TO-DAY OPERATION OF THEIR ASSIGNED STATION. This includes, but not limited to:

- (1) All Scanning Project personnel must sign/log-in & log-out daily.**
- (2) Ensure that daily scanning process begins on time.**
- (3) Those assigned to scanning project may take a break for 15 minutes only, for coffee, smoke, etc. As scheduled (10:00 -10:15 am & 3:00 - 3:15 pm). Breaks in excess of 15 minutes are subject to signing 1 hour annual leave.**
- (4) Scanning personnel must ensure that all documents and proper forms are used, completed, signed and RETURNED TO THE VAULT. The Scanning Project Supervisor must verify that this is done at the end of each working day.**
- (5) Ensure that the documents are neatly being scanned and not soiled, no food or beverages are allowed when scanning and reviewing (QC).**

G. Daily Operating Procedures

- A. **Sign -In & Sian-Out Log Sheet** - All employees assigned or scheduled for scanning must sign in and sign out daily with the Deputy Civil Registrar who shall keep a log sheet of all personnel scheduled for the project. All employees receive their daily workload of documents for scanning from the Land Records Vault supervisor who shall, in conjunction with the scanning supervisor, review daily workload for purposes of planning, accuracy and efficiency.

Daily Tabulation Sheet - Operators at each station must complete a Daily Tabulation Sheet at the end of each day, logging in the total number of scanned documents/pages and all relevant information as required by and submit same to the Scanning Project Supervisor. **The Deputy Civil Registrar will prepare weekly and monthly reports for the Director.**

- C. **Equipment Allocation:** There are two (2) scanning machines currently being utilized for this Project/Mission, and are located in the Land Records Division.

H. PROJECT SCHEDULE

Time - Daily

Task/Function

8:00 a.m.- 5:00 p.m. Scanning of Documents begins then review for quality control. Quality Control (QC) shall be performed by all scanning operators.

Shortly before the end of the business day, there is a 'shut -down' period for all operators to secure their work stations and return all documents back to the Vault and complete the Daily Tabulation Sheet (DTS), sign it and turn it over to the Scanning Project Supervisor. This is very important for quality control. Don't forget ! The scanning project employee(s) assigned will turn off all computers, scanning machines, and secure at the end of the day.

NOTE: To all operators: If you haven't finished scanning all documents from a particular batch, you must continue the same batch the next day.

I. Long Range Planning "The Strategy"

Purpose of Daily Tabulation - It is important that the Deputy Civil Registrar ensure that the scanning operation continue as scheduled because the ultimate goal is to establish an "average" number of documents being scanned daily, weekly & monthly. This critical information is necessary for the department to establish realistic time frames and projections on how long it will take to scan all 600,000+ recorded documents.

Scanning Master Database - All information compiled from the Weekly Tabulation Reports shall be entered into a master database for purposes of tracking "production quotas".

Duration of Project/Mission - Tentatively, this project/mission is projected to take anywhere from 3 - 5 years at the current work load using existing equipment.

J. Cross-Training of Personnel

Throughout the entire operation of the scanning project, other DLM employees will be cross-trained to be qualified and knowledgeable of the scanning processes and procedures. Trained personnel will consist of Land Records Division within the department.

The department is scheduled to train other personnel that are not currently trained in scanning, quality control and/or inventory.

K. Notes, Comments & Suggestions

"This form shall be used for de-briefing relative to improving the efficiency of the scanning operations"

L. Acknowledgement by DLM Scanning Project Operators

The following DLM employees hereby acknowledge the Scanning Project Standard Operating Procedures

- The individuals listed below are Land Records Division employees responsible for the Scanning Project:
- Judy R. Untalan
- Norma Manglona
- Christine Torres
- Amy Bautista
- **Martha Rubic, DCR**
- Other employees as assigned per Director