Program Title: Records Ambassadors & Outreach

Speaker: Holly Dolan, MLS, Assistant Manager-Records Management Denton County, Texas

Date & Time: Tuesday, November 14, 2017, 12:00-1:30 p.m.

Location: At your own desk!
Or come to Symetra, 12th Floor, 777 — 108th Ave NE, Bellevue

Cost: FREE!

* Please register on the BEC website by 11/10, then login info will be sent

A difficult obstacle to a successful records management program is creating clear channels of communication. To overcome this time-honored challenge, Denton County Records Management created a Records Liaison Officer program to aid the flow of information to the more than 50 departments that we serve. This case study shows how the launch, and eventual revamping, of this program has impacted records management across Denton County.

Denton County has found that simple methods, such as developing a clear message, using one-on-one consultations, and addressing individual needs of departmental liaisons, builds trust and collaboration that aids in the flow of information. This presentation also discusses helpful tools for liaison management, including infographic tools to creatively format policy information and assessment tools to gather data and feedback from liaisons. An application of these lessons-learned could enhance the customer experience for records administrators both with and without liaison programs.

About the Speaker:
Holly Dolan is the Assistant Manager of Records Management for Denton County, Texas. After beginning her career working in a university library, she joined the world of local government records management in 2016 and quickly learned that a little enthusiasm goes a long way. Holly believes that managing information is really about managing people and their behaviors. Holly has been featured in industry blogs such as TSLAC's The Texas Record and SAA's The Schedule. Additionally, she is passionate about mentoring future information professionals. In 2015 Holly created a student mentoring program that recruited mentors from all over the U.S. and internationally, including participants from the RAND Corporation, the National Institutes of Health, and Harvard Business Publishing. Holly holds an MLS in Archives and Digital Imaging as well as a graduate certificate in Digital Curation and Data Management from the University of North Texas.

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