

Frequently Asked Questions

About E-Mail Retention

Can I Print Messages, then Delete Them?

Yes, provided you print the following information with the message: name of sender, name of recipient, date and time of transmission and/or receipt. You then retain the printed message according to the appropriate records retention schedule, file them according to agency policy.

What about draft documents that undergo several revisions?

Draft documents or working papers that are circulated via e-mail, that propose or evaluate high-level policies or decisions and provide unique information that contributes to the understanding of major decisions of the agency should be retained for reference and destroyed when no longer needed.

Other drafts circulated for comment, which demonstrate significant revisions in the view of the author may be destroyed at will by the author.

What do I do with attachments I receive with e-mail?

File them with the e-mail message either electronically on your PC or network or if you are maintaining files in paper, print and file with the e-mail message and apply the appropriate retention schedule.

What about multiple copies of the same document?

If another agency has responsibility for keeping a record copy, and if you have no business need to retain it, the document is simply a duplicate copy and subject to deletion/destruction at will. So, minutes of meetings you attend may be destroyed at will. The secretary or other responsible person in the organization, committee or task force must retain the minutes permanently.

Where can I get help to manage my e-mail?

The State Records Center and Archives, Records Management Division offers general training as part of its ongoing records management training.

What is a record copy?

A **Record Copy** is a single copy of a record retained by its custodian as the official record of a government transaction and in accordance with the appropriate records schedule. All other copies are duplicate copies, held for convenience, and may be destroyed.

Do I need to keep every email message?

No. Just as a large percentage of paper documents are created purely for administrative convenience, a large percentage of email messages may be transitory.

If you would like more information on your records, please contact your agency's records liaison officer.