



FY 2025

City Secretary's Office Year in Review

Director/Department Head
Staff: Deputy City Secretary
Records Management Clerk

Diana Boone
Cathy Gieselman
Vickie Edgerly



The City Secretary's Office is committed to creating positive changes as well as to streamline effectiveness and efficiency. Procedural updates have been placed to further support the significant growth in the city and the effectiveness of our team's daily operation. Each day brings new challenges that must be met with innovative ideas and a sincere desire to improve upon what may or may not be working well. Importance is given to implementing ideas that have a history of being effective.

Records:

The city implemented a plan to go paper-light and began the process of scanning all records. The city added a Records Management Clerk to the team to help expedite the digitization process as well as to assist with preparing for *LaserFische* implementation. Scanning records has been a primary role of the City Secretary's Office. The Records Management Clerk dedicates her time to ensuring records are digitized and naming conventions are streamlined to help expedite departmental searches for documents, the paper-light project has had substantial progression and there is a light at the end of the tunnel.

Public Information:

Our department prides itself on transparency. The city's website is a good example of how information is readily available to the public. The City Secretary's Office has recently added frequently requested permits to the website. The intent is to make it easy for the public to find information and to expedite the process for open records requests. Our department's average response time to public information requests has decreased by almost half over the past year. We understand that responding in a timely manner builds community trust and confidence in our organization.

Department News and Highlights

Our department recently received the 2025 Achievement of Excellence Award. The evaluation required that our department meet 12 standards which included Records Management, Government Transparency, Professional Development, Office Policies and Procedures, and Public Information, among other criteria.

Diana and Cathy are actively involved in organizations that foster continuous improvement through training and peer support. Diana is an active member of subcommittees at state and local organizations and Cathy was recently appointed Historian of our local Capital Chapter.

Budget Considerations

To add an intern to assist with scanning in order to meet the first phase of our goal which is digitizing records and be able to move to the next phase which is taking an inventory of all city records. We will be requesting desktop scanners for efficiency and to keep from monopolizing the community printer. Another important component is to continue adding more process automation to the existing records repository software to minimize human error, especially when it comes to retention schedules and maintaining consistent naming conventions.