



ARIZONA STATE  
LIBRARY, ARCHIVES AND PUBLIC RECORDS  
A DIVISION OF THE ARIZONA SECRETARY OF STATE

Dr. Ted Hale, State Archivist  
Director, State Archives and Records Management



## FAQ for Contracted Document Imaging Services Agreement Form

**1. Q: What is this agreement form for? Why should I complete it?**

**A:** Public bodies are generally required to complete a Request for Document Imaging of Public Records form before starting a scanning program. Since the State of Arizona has entered into an active Statewide contract with specific contractors to provide this service, the Contracted Document Imaging Services Agreement form will prevent the need for public bodies using these contractors to submit individual imaging requests. This will save time and allow the scanning done by the contractors to proceed efficiently.

**2. Q: My public body is not using a contractor to image our records. Can I fill out this form so we can just scan whatever we need to without asking permission from the Arizona State Library, Archives and Public Records every time?**

**A:** No. This form is **only** for those public bodies that are using the services of a contractor on an active statewide contract to image public records. Any public body that is scanning **its own** records (even if a contractor is doing some other portion of the scanning) must complete the Request for Document Imaging of Public Records form available on the Arizona State Library, Archives and Public Records website- [www.azlibrary.gov](http://www.azlibrary.gov).

**3. Q: Does this agreement form mean I can destroy the paper originals, or do we have to keep them, send them to Archives, etc.?**

**A:** This form does not give blanket permission to destroy paper originals. Destruction of original documents will depend on the retention period for the records, as listed on an approved State of Arizona Retention schedule.

Record series that are marked '**Permanent**' on a current, approved schedule may **NOT** be destroyed after they are scanned, if they were originally in paper format. Transfer to microfilm is the **ONLY** current way original Permanent paper records may ever be destroyed. Contact Records Management at [records@azlibrary.gov](mailto:records@azlibrary.gov) for more information regarding this process. Original Permanent paper records may be transferred to the Archives department.

Original paper records that have a **less than Permanent retention** on an approved schedule **may** be destroyed **after** the completed Document Imaging Services Agreement Form is on file, the imaging process is complete, and an appropriate quality assurance check has been done on the scans. Records Management recommends the retention of long term paper originals (non-Permanent records with a greater than 30 year retention), however that is at the public body's discretion.

**4. Q: Do we have to fill out this agreement form if our records are already electronic (born-digital)?**

**A:** No. This form is only for records that are paper and will be converted to electronic files. If the files are already electronic, no change of format is taking place, and the form is not needed.



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A Certificate of Records Destruction form **must** be completed and returned when the **electronic/scanned documents (with less than Permanent retention) are destroyed** at the end of their retention period(s). The Certificate of Records Destruction can be found here: <https://www.azlibrary.gov/arm/forms>.

**5. Q: Are there different scanning and storage requirements for our records, depending on how long they need to be kept?**

**A:** Yes. Records Management distinguishes between three categories:

- Scans for convenience (originals not destroyed)
- Scans of records held between 0-30 years (originals may be destroyed)
- Scans of records held longer than 31 years but not marked as Permanent (originals may be destroyed)

Different scanning and storage requirements will apply depending on which category your record is in. Please refer to the table on Document Imaging Services Agreement Form that states these requirements. Additionally, records of 31+ years will need a study document completed and filed by the public body with Arizona State Library, Archives and Public Records before scanning takes place.

**6. Q: How often do I need to fill out this form?**

**A:** The completed Document Imaging Services Agreement Form will remain in effect as long as the contractor remains active on the Statewide contracts listed on the form: **DocuLynx (contract # ADSPO18-185888)**, **ICM Conversions Inc dba ICM Document Solutions (contract # ADSPO18-185890)** and **SecureOne Outsource Solutions Inc (contract #ADSPO18-185889)**, not to exceed the maximum end date of October 30, 2022, and imaging standards are not updated. If an update to imaging standards does occur, Records Management will contact the affected public bodies for further information. If your public body stops using the contractor's services at any point, you will need to submit a new Request for Document Imaging of Public Records for any scanning that occurs after that time.

**7. Q: What if we are using the contractor's services and stop at some point in the future. But we still want to scan our records. Is the Document Imaging Services Agreement Form still valid?**

**A:** No. When your public body stops using the services of one or more of the contractors on the Statewide contracts listed above, the form is no longer valid. Your public body will need to complete the standard Request for Document Imaging of Public Records form on the Arizona State Library, Archives and Public Records website for any further scanning projects. For more guidance on standards, statutes, forms and approvals, please visit <http://www.azlibrary.gov/arm/guidance-standards-and-statutes>.