

DEPARTMENT OF RECORDS AND INFORMATION SERVICES

Indicator name: Publications and reports acquired
Description: The number of government reports, studies, professional journals, published books and collections of legal statutes and codes the Department has officially accessioned either in print or electronically.
Source: City Hall Library.

Indicator name: Records preserved
Description: The number of images produced in the Department's microfilm laboratory.
Source: Municipal Archives Division.

Indicator name: Volume of library collection
Description: The number of New York City government reports, books and other publications housed in the Department's City Hall Library.
Source: City Hall Library.

Indicator name: Information requests received
Description: The total number of in-person, telephone, mail and e-mail requests for research service and information, including vital records, received by the City Hall Library and the Municipal Archives Division.
Source: City Hall Library and Municipal Archives Division.

Indicator name: – City Hall Library
Description: The number of information requests received by the City Hall Library.
Source: City Hall Library.

Indicator name: – Municipal Archives
Description: The number of information requests received by the Municipal Archives Division.
Source: Municipal Archives Division.

Indicator name: – Vital record requests received
Description: The number of applications submitted for search of and/or copies of historical birth, death, and marriage records.
Source: Municipal Archives Division.

Indicator name: Vital record requests responded to in an average of 12 business days (%)
Description: The percent of vital record requests for which the Department conducted a record search and sent the search results (either a certified copy of the record or a "not found" statement) to the customer within the prescribed timeframe. Data is calculated based on the number of requests completed during four or five randomly selected days each month.
Source: Municipal Archives Division.

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Indicator name:	Average response time to vital records requests (days)
Description:	The average number of days it took the Department to conduct a record search and send the search results (either a certified copy of the record or a “not found” statement) to the customer. Data is calculated based on the number of requests completed during four or five randomly selected days each month.
Source:	Municipal Archives Division.
Indicator name:	Photographic reproduction requests received
Description:	The number of requests for reproductions of historical photos that were received by the Department.
Source:	Municipal Archives Division.
Indicator name:	Average response time to historical photo requests (days)
Description:	The average number of days it took the Department to produce and send the requested historical image. Data is calculated based on the number of requests completed during two or three randomly selected days each month.
Source:	Municipal Archives Division.
Indicator name:	Average response time to agency requests for inactive records (days)
Description:	The average number of days it takes the Department to retrieve inactive records from the warehouses, calculated from the day the request is made by the City agency, court or district attorney's office to the day the records are available for pick-up.
Source:	Municipal Records Management Division.
Indicator name:	Average time between records disposal eligibility and application sent to Law Department (months)
Description:	The average number of months it takes the Department of Records and Information Services (DORIS) to send a records disposal application to the Law Department for review and approval, calculated from the time a client agency has been notified by DORIS that a record series is eligible for disposal; agencies must return an authorized disposal application to DORIS after notification. Note: Data reported as Four-month Actual for this indicator reflects first-quarter information for this quarterly-reported measure.
Source:	Municipal Records Management Division.
Indicator name:	Average time for Law Department to approve records disposal application (months)
Description:	The average number of months it takes the Law Department to approve a records disposal application, calculated from the time the Department of Records and Information Services sends the application to the Law Department. Note: Data reported as Four-month Actual for this indicator reflects first-quarter information for this quarterly-reported measure.
Source:	Municipal Records Management Division.

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Indicator name: Percent of warehouse capacity available for new accessions
Description: The percent of warehouse (off-site storage facilities) capacity available to store client agency records.
Source: Municipal Records Management Division.

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