

City of Kirkwood City Clerk's Office

Mission Statement

The mission of the City Clerk's Office is to provide assistance to the City Council and all customers in a courteous and service-oriented manner; by providing a welcoming environment to citizens and visitors; by being effective in the legislative process; by serving as the Custodian of Records; by assuring conformance with the Missouri Open Meeting Law; and by implementing all municipal elections.

Staffing

The City Clerk's office is staffed by the City Clerk and Deputy City Clerk

Function

The City Clerk works directly for the Mayor and City Council and the Deputy City Clerk is supervised by the City Clerk. The City Clerk's Office is a service-oriented office. While the City Clerk's Office is not a revenue-generating department, some revenues are received through the sale of Zoning and Building Codes and copies of other city information including requests made under the provisions of the Open Meetings Law. Following are some of the responsibilities of the City Clerk and Deputy City Clerk.

Goals Accomplished

The main goal of the City Clerk's Office is to provide a safe secure atmosphere where customers can feel comfortable bringing concerns directly to the City. This goal continues to exceed expectations with the number of citizens who come to the City Clerk's Office to advise of their concerns. On average the City Clerk and Deputy City Clerk assist more than 1,600 customers annually through phone calls, emails, letters received and one-on-one meetings by providing information, working with various departments to resolve the problems and follow-up with the customer. Customer contact remains the same as last year; however, more one-on-one meetings between the City Clerk and residents are taking place.

The City Clerk's Office provides assistance to departments with guidance on retaining and preserving records in accordance with the State Records Retention Manual and the City's Record Retention and Preservation Policy. This assures that the city is in compliance with state law and also provides that historical information is retained. One of the main responsibilities of the Deputy City Clerk is the responsibility of Records Manager. The City Clerk and the Deputy City Clerk have met with digital record retention and record management representatives. It will be recommended that the City Clerk's Office will be the first department to implement this system to allow time to fully understand the capabilities of the system. Other city departments will be added in priority by the number of documents they retain and required access to these documents. It is estimated that the cost to begin this process will average around \$125,000 and will include the purchase of the server. As other departments are added to the system, the cost will not be as much as the initial cost. The Deputy City Clerk will be available to provide assistance to city departments to assure that all city records are

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retained in accordance with the State of Missouri Records Retention Manual and that records are retained in the same format. The total completion of this goal to have all city departments on the same digital record retention and management system may take years to accomplish; however, it is essential that this goal be accomplished.

The City Clerk continues to be informed on changes to the Missouri Sunshine Law to assure that the City is in compliance with the current law and any changes that make take place through the State Legislature. All Sunshine Law requests are directed to the City Clerk as the City's Custodian of Records. The Deputy City Clerk has been trained to take on the responsibility of responding to a majority of the Sunshine Law requests and assure that the City is in compliance with the Open Meetings Law. As in previous years, this goal continues to be exceeded.

The City Clerk follows proposed state legislation through the Missouri Municipal League and St. Louis County Municipal League and works with legislators to assure that any proposed legislation does not have a negative impact on the Kirkwood community.

The Deputy City Clerk has been trained in most aspects and legal requirements of the City Clerk's Office to assure compliance in the absence of the City Clerk.

Expenditures

Expenditures increased mostly due to the increase in election expenses and the addition of the Deputy City Clerk. The submission of Initiative Petitions is on the rise and if the proposed legislation is not adopted by the City Council the issue must be voted on by Kirkwood voters (City Charter provision). The City Clerk's Budget includes all related expenditures for the Mayor and City Council, City Clerk, and Deputy City Clerk. A Capital Budget request of \$125,000 for FY 2010/11 for digital record management software and equipment has been included in the budget documentation. The Operating Budget includes costs for file cabinets, desk for Deputy City Clerk and other office needs in association with moving permanent records to a secure location within City Hall. The vault on the main level currently holds Finance Department and City Clerk (City) permanent records. Because of the number of permanent records being retained, there is less space for minute books, ordinance books and other vital records. Another area of concern is the permanent documents not being secured by the City Clerk's Department. While the records are contained in a secure area for the City, the concern relates to these documents being accessed and removed without the knowledge of the City Clerk or Deputy City Clerk.

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CITY OF KIRKWOOD CITY CLERK'S OFFICE EXPENDITURES

