

# First Steps for New Records Contacts

Congratulations! As a new agency records manager, coordinator, liaison, contact, or custodian, you can make a real difference. Your efforts will help ensure that your agency manages its information efficiently, effectively, and correctly.

Start your journey by taking a few practical first steps.



## Find your network

Connect with your Agency Records Officer and records and information management team.

Each agency is required to designate an Agency Records Officer (ARO). [You'll find a list of AROs on NARA's website.](#)

Ask the team about your agency's specific policies, procedures, and tools for records management.



## Complete training

Ask your agency's records management team about any available job aids and records management training.

You have free online access to self-paced records management training lessons [on NARA's website.](#)

You may also want to connect with local and national records management organizations like [ARMA](#), [AIIM](#), and [NAGARA](#).



## Connect with your office

Talk with managers, staff, project leaders, administrative staff, system owners, and others on your team about how information is created, used, stored, protected, and accessed. What types of records are important to your group?

Talk with your office and with your records team about any concerns or issues that arise.



## Find the records

Where and how are your program's records stored? Are records retention policies being applied correctly?

You may want to do a records inventory to be sure you know what systems and types of information your office currently holds.