

Keeping Customers Happy in 99 Counties

Standards Roundtable Discussion

Facilitated by Iowa Land Records Staff

The purpose of this roundtable discussion is to discuss a variety of issues relating to standards, best practices and day to day pain points for Iowa County Recorders. You have 15 minutes to discuss the questions and the document example outlined below. Following the discussion time there will be 15 minutes for groups to share with their high-level points of discussion for each question. Please allow everyone in the group an opportunity to talk and be respectful of their thoughts, views and feelings regarding the questions.

Please designate an individual(s) in your group to read the questions, record your groups answers and serve as the spokesperson for your group during the sharing time.

If you need guidance or clarification on any questions, Iowa Land Records team members will be circulating the room to assist.

PRIA Best Practices - Regional and State Practices – The Property Records Industry Association has recently published some best practices for providing consistent services across recording jurisdictions. Consider these recommended best practices as you engage in this roundtable discussion.

Recording jurisdictions within regions and states should seek to become more consistent in the application of recording standards, policies, and fees to the extent possible.

Review and simplify recording requirements, including streamlining rules for different document types, as well as the number and type of supporting documents required.

Use a structure, such as recorders' association or PRIA Local group, to ensure that jurisdictions within a state or region apply policy and business practices consistently, (for example, the fees for the same document should be the same regardless of which jurisdiction in a state receives it).

Assignment

Groups A:

Discuss questions #1-3

Groups B:

Discuss questions #4-6

Groups C:

Discuss questions #7-9

All:

Discuss questions #10-13

Questions

1. How can Iowa County Recorders create a consistent experience for their customers using the Iowa Land Records system to electronically file documents?
2. How do you apply standards and best practices with your staff locally to ensure a consistent customer experience?
3. In what areas do you deviate from a recommended standard or best practice in your county? Is there a historical reason for this variation?
4. From your perspective what additional standards or best practices do you believe should be considered by County Recorders and/or Iowa Land Records?
5. What are some examples of processes your office has in place for recording documents? Do some of these processes take place simply, because it has always been done that way? What steps or processes can be improved or eliminated?
6. County Recorders are not attorneys, but they may be asked to make judgements about the accuracy or correctness of a document. How do you provide quality customer service while not crossing the blurry line between advice from a County Recorder and advice from an attorney?
7. Technology is changing and new technology in the mortgage industry could have an impact on day to day operations in the County Recorder's office. How do you feel about "Smart Contracts" and distributed ledger technology??
8. The world is going away from printed files, and files are being archived in the cloud. In what ways does your office still depend on paper methods for document review? Do you struggle to let go of the paper world? Do you print electronic documents?
9. Larger scale surveys & plats are still relatively new to E-Submission. What issues do you face when reviewing this document type in E-Submission?
10. Electronic documents are created from a wide variety of devices and software. As a result, the quality of images may vary when recorded. How do you balance the desire for high-quality images in your archive with the need to get documents recorded for the customer?
11. What changes have you made to your local document type list, and when was the last time you reviewed how your local document types are mapped to the PRIA/ESS document type list?
12. Do you, or have you ever considered, indexing parcel identification numbers with your recorded conveyance documents? Why or why not?
13. Overall, what are your biggest challenges with the Iowa Land Records system and how can the Iowa Land Records team work with you to address these issues?