



ST. CHARLES  
COUNTY

## OVERVIEW

After using a variety of solutions to manage their enormous volume of land records, including an in-house, custom-built program, Saint Charles County in Missouri made the switch to Granicus. Since then, they've been able to easily manage all records, which include over 45 years' worth of deeds, licenses, and more.

## POPULATION

379,493

## SOLUTIONS

**eAccept,  
Land and Vitals,  
ROAM**

(Active since 2001)

## SAINT CHARLES COUNTY MANAGES DECADES OF RECORDS WITH GRANICUS

### SITUATION

#### Saint Charles County Overwhelmed by over 150 Years of Land Records

When Barb Hall was first elected to her position of Recorder of Deeds for Saint Charles County, MO. in 1987, one of her main priorities was to digitize the way her county stored and managed land and vital records. At the time, not many options were available, so she sat with a programmer and designed a custom solution built specifically for her department's needs.

This worked for a while, but after going through changes in the way the County managed records, Hall saw the need for a more long-term solution. At the time, all files were kept on discs in a machine that worked exactly like an old-fashioned jukebox. Once a user knew the number of the document they needed, they'd have to type that number into the jukebox, which would then pull up the image or document.

As the population of Saint Charles County continued to increase, the number of homeowners also increased, and Hall and her staff once again recognized the need for a better long-term solution, preferably one that could grow with the County. That's when they found Granicus.

### SOLUTION

#### County Accomplishes More with Granicus

Implementing the Land and Vitals system was such a positive event for Hall that she even remembers the date it went live: "Late September 2003 - what a wonderful change." Hall and her staff members were pleased to be able to allow the public to visit a website and be able to search for documents. Not only that, but they were able to pay for the documents online, which meant that staff members no longer had to spend time looking for documents or taking payment for them. Marriage licenses became easier to issue as well, since applicants are able to fill out a form online -- saving staff members from having to type the information onto a form manually.

In July of 2011, when the County experienced a critical system failure within their network, they lost all of their images, documents, and records. Staff members prepared themselves to have to rescan documents, comb through years of archived records stored on microfilm, and try to get records up and running again. However, since Granicus is a cloud-based system,



*[The solution] is very sophisticated and it integrated with our other programs. What a wonderful change.*

*Barb Hall, Recorder of Deeds*



they still had copies of every single file that had been lost. After copying all of these files to an external hard drive, which was then overnighted to the County, Granicus and the County's IT staff were able to get the records department up and running again within days instead of weeks or even months.

"Thanks to Granicus, we were back up and running with everything long before our IT Department could have gotten us there," says Hall. "I am truly grateful for the excellent and timely service provided by Granicus."

## RESULTS

### A More Efficient Way to Manage Records

- Manages over 45 years of land records easily
- Allows citizens to apply for licenses and more online
- Decreases time to process applications

## ABOUT GRANICUS

Granicus provides technology that empowers government organizations to create better lives for the people they serve. By offering the industry's leading cloud-based solutions for communications, meeting and agenda management, and digital services to over 3,000 public sector organizations, Granicus helps turn government missions into quantifiable realities. Granicus products connect over 150 million people, creating a powerful network to enhance citizen engagement. By optimizing decision-making processes, Granicus strives to help government see better outcomes and a greater impact for the citizens they serve. For more information on Granicus, visit [www.granicus.com](http://www.granicus.com).