

tribution to offices in Annapolis and Baltimore. The Income Tax Division by using COM for the 1968 index realized a saving of \$18,814. There will also be a saving for the Records Management Division in the future since we have been converting this hard copy file to microfilm on a rotary microfilmer in our Record Center. With the current conversion of this file to film, this microfilming can be discontinued for the files created after 1967 resulting in a yearly saving of \$2,123 in personnel and film costs. The combined annual saving on this one project will be \$20,937.

The responsibility of the Records Management Division has remained relatively constant in these programs. We negotiate with the various COM service bureaus regarding price and turn around time, coordinate the transfer of the magnetic tapes to the service bureau, inspect the camera film for quality and completeness, and duplicate and package the multiple copies. We also make recommendations to the operating agencies regarding the acquisition of microfilm retrieval equipment. This has been a natural extension of our central microfilm service.

We continue to use a commercial service bureau for COM conversion, but this has not always been a happy experience. There have been problems of quality and delivery. We found it necessary to recommend a change in service bureaus when the service and film quality of the first bureau used degenerated to an unacceptable level. This unhappy experience convinced us that the State should control the conversion of the tapes to film in order to insure the continued generation of high quality microfilm. We, therefore, prepared a report on the Gasoline Tax COM program together with a proposal that the State lease a COM to be operated by the Records Management Division on a service center basis. The report was submitted to the Budget Bureau and circulated among State agencies with potential COM applications. It was decided that firm commitments from users of the service, sufficient to support the operation, would be necessary before the COM was ordered. Accordingly, we contacted a number of State agencies and asked for a commitment.

Those agencies with successful COM applications agreed to commit themselves, but a number of large potential applications are not operational at this time and these agencies were reluctant to make a commitment. We expect to continue to expand COM applications,