

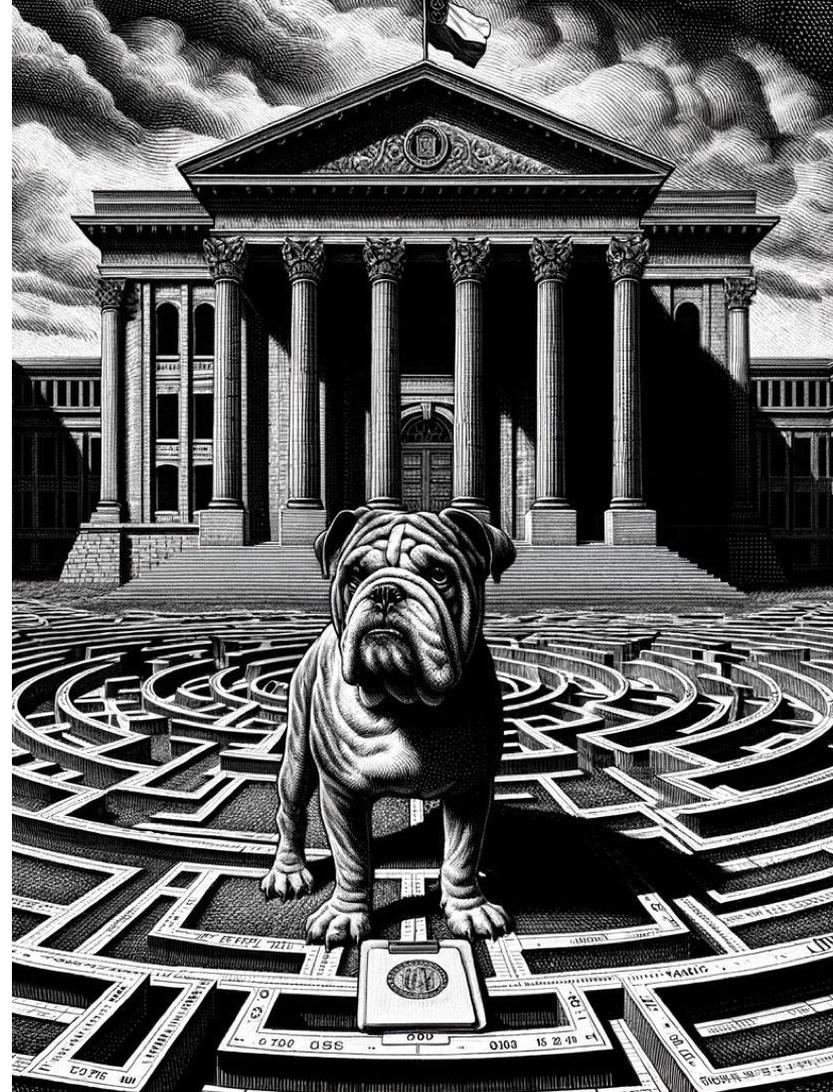
Navigating Georgia's Record Rooms:

Past, Present, And Future

WITH

Donna Massey

A DEED DOG FOR LIFE



Introduction

- 44 Years of Experience
- 35,000 Titles Shipped
- 0 Claims
- Founder of Massey Title Service
- 20 Years with Calloway Title and Escrow, LLC



**The Whole
is greater
than the sum
of its parts**



40 Years of People

Develop a dynamic team: Trained for autonomy, laser-focused on details, and adept at meeting evolving challenges and deadlines.

Cultivate curiosity with caution: Encourage exploration of possibilities within a framework that prioritizes calculated risk-taking.

Enhance adaptability: Equip teams to gracefully handle scope expansion and shifting landscapes, maintaining high-quality output.

40 Years of Process

Implement the Pindar Procedure: Prioritize a methodical approach with a risk-averse mindset for creating clear, problem-solving strategies.

Strengthen team synergy: Design workflows for clarity and integration, setting clear, achievable 'bucket list' goals.

Commit to excellence: Ensure adaptability to industry 'best practices', reinforcing that our roles are defined by the quality of our processes and outcomes.

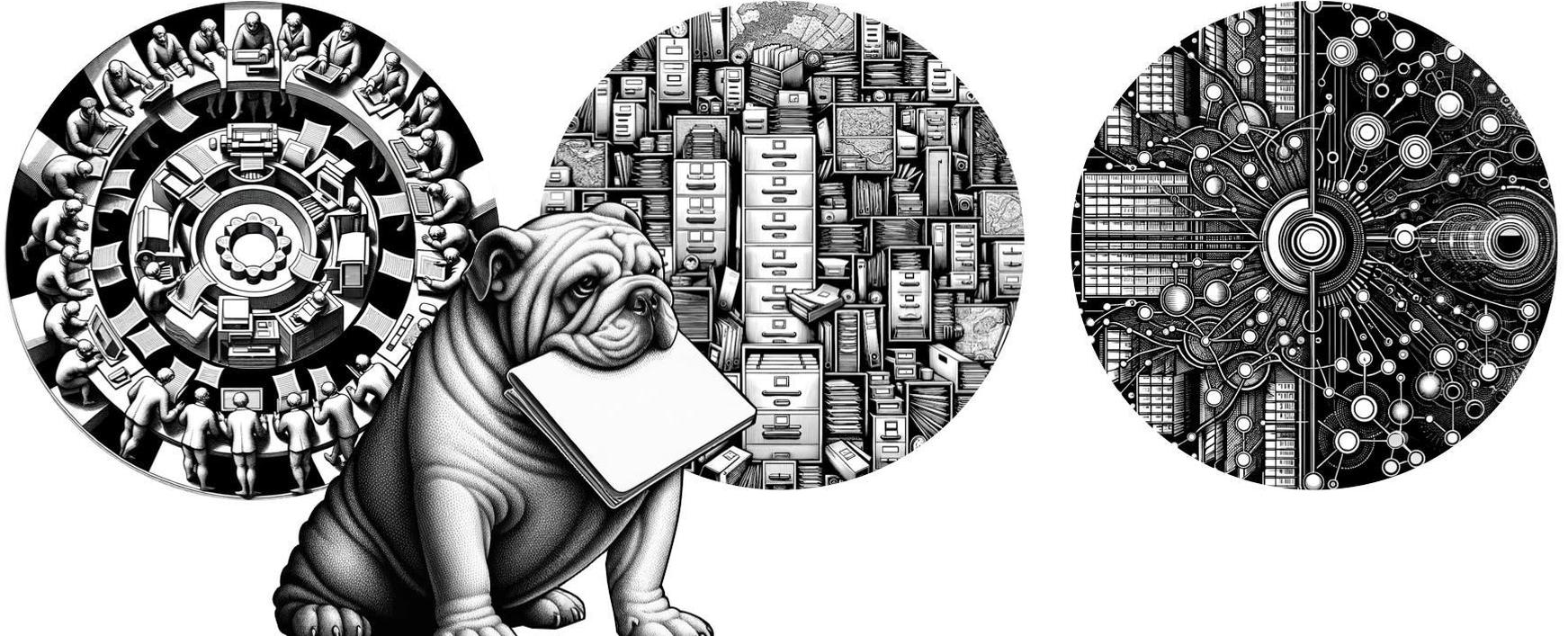
40 Years of Technology

Advance automation: Elevate routine tasks with smart automation to solve problems, enhance performance, and drive profitability.

Balance and focus: Strategically weigh risks and rewards, emphasizing teamwork and efficient functionality.

Enhance through integration: Strengthen processes by aligning automation with existing proven practices and data insights, boosting quality and efficiency.

People. Process. Tech



Evolution of Record Keeping in Georgia



Pivotal Role of Georgia Superior Court Clerks

Mission traditionally to assemble and preserve written records, has evolved into a modern mission of establishing and maintaining the balance between enduring, historical “book records” and benefits of enabling digital technology.

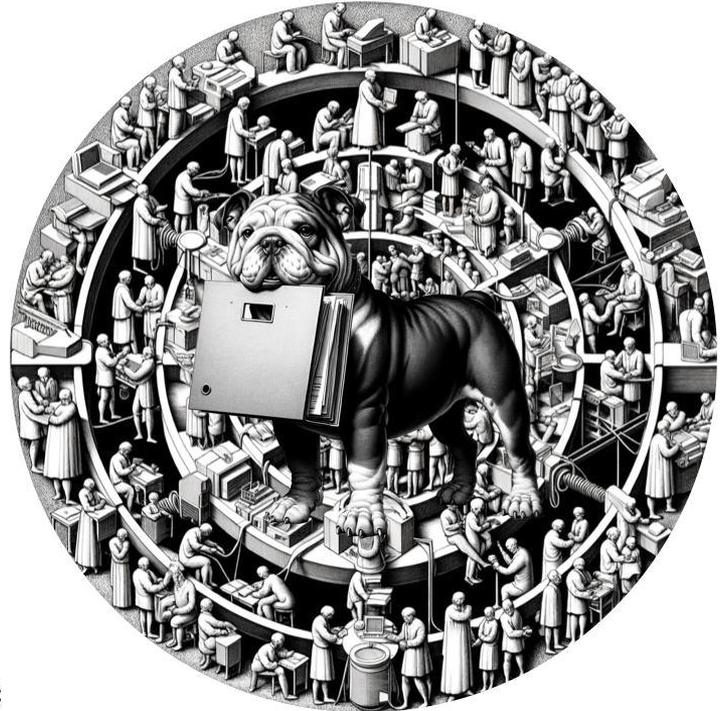
Record Keeping Process Through the Years

Pre-1920s: Handwritten primary source documents transcribed manually by clerks into record books.

1920s: Transition to typing documents onto loose-leaf pages for record-keeping.

1960-1970s: Adoption of copying/duplicating machines for document reproduction, filed in loose-leaf record books with microfiche backups.

1980s to Present: Shift from paper copies to electronic document management and pixel-based records.



Moving Forward in the Industry

Companies to Follow For a Glimpse into The Future

GSCCCA End of Year Reports

TylerTech

ALTA

Title Insurance investing in LLMs

The Digital Revolution in Low Resolution



Scanning and OCR Technology and our not so distant future

- Preservation, Security, and Accessibility
- "I am not a robot" and its significance
- AI Upscaling to enhance and protect historical documents

The Role of Databases and LLMs Searching Them

- Creating Structured, Searchable Archives
- Streamlining Title Examination Processes

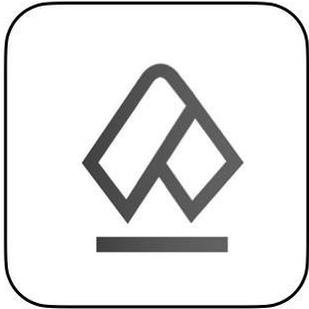
The very real debate regarding Minimum Viable Products : Software applications inclination to descope/cut corners in justification of streamlining



Today's Digital Tools for Title Examiners



Easily Accessible Digital Tools for Essential Processes



GSCCCA



qPublic



re:SearchGA



peachcourt



**Georgia Probate
Records**

Outside the Box Tools to Quickly Address missing information



Ancestry



Find-a-Grave



**Georgia's
Virtual Vault**



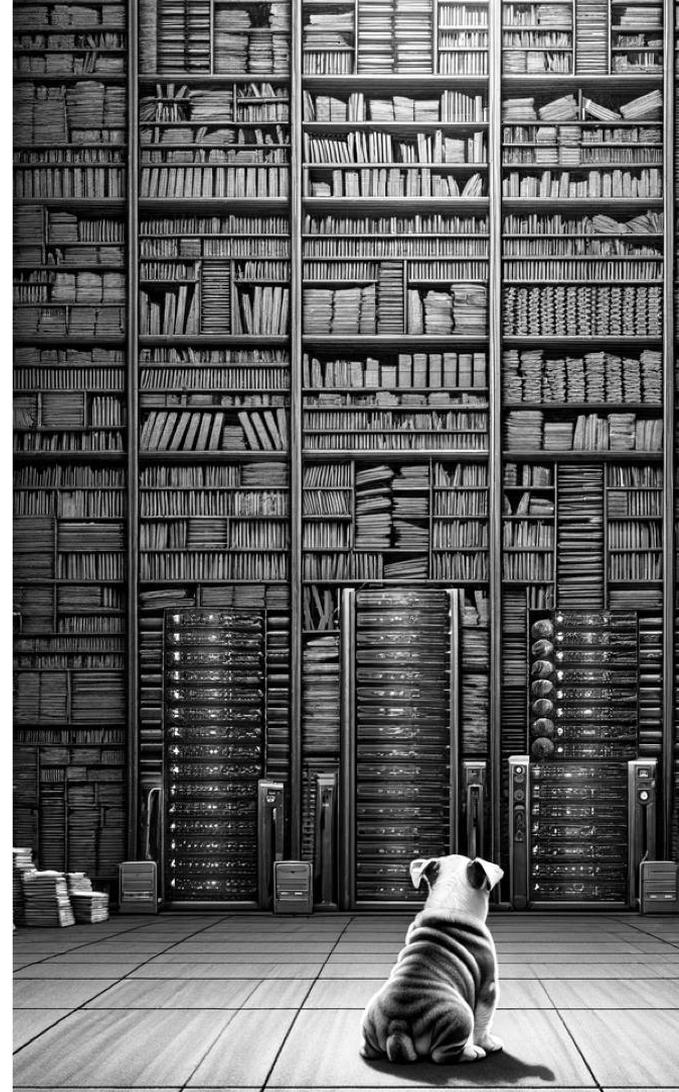
Mirro

Potential Databases - Yours, Mine, Ours, Theirs

- **Then** outdated holding “systems”
- **Now** usable resources/viable local assets
- **Cautionary** Tale of Western Digital’s Cloud

Should always back up on external hard drives:

Terms of service for cloud services protect data companies even if they lose your documents.



Challenges, Solutions and the 5 Record Room Commandments



Talent Acquisition and retention in a Global Gig Economy

- International Fiverr, Upwork.com, Indeed, etc.
- Online classes offering “How to Become an Abstractor in 5 Steps”
- We are in all 50 states and every county!

Challenge

Nurture Your Workforce

- Set your standards high and stick to them
- Developing Training and Education to Prepare Talent for the Future

Solution

Large Language Models

- Training in raw databases of recorded docs, plats, indexes
- Creating automated workflows
- Editing and adding based on trainer bias

Challenge

Stay vigilant when adopting Tech and stay aware of the industry

- **Privacy Concerns:** What you put in can be exposed, compromising confidentiality.
- **Corporate Utilization:** Companies are creating proprietary LLMs to optimize operations for profit.
- **Accuracy Risks:** LLMs pose a risk of incorrect legal information, potentially leading to costly errors in title work.

Adapt

Record Room Commandments

Preparation Is Key: Locate the record room in advance, confirm payment methods, and verify office hours.

First Impressions Count: Introduce yourself and understand the Record Room's unique system upon arrival.

Respect the Rules: Observe house etiquette, engage minimally, and respect the workspace.

Engage Locally: Make connections with regulars and staff, and handle all materials with care.

Leave a Positive Trail: Review your work, settle dues, offer your card, and leave the space better than you found it.

Questions



**“The future is not what
it used to be.”**

Paul Valéry



Thank You!

Reach out to me at rampagesolutionsllc@gmail.com or
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