

Policy Type: **Operational**

Policy Number: **OP 18**

Policy Title: Records Management

Policy Approval Date: May 22nd, 2019

Policy Review Date: March 2026

1. Purpose

To ensure that physical and digital records created or received by Milton Public Library (MPL), in the course of carrying out library business, are managed appropriately throughout the records' life cycle. This is necessary to facilitate the accessibility, accuracy and security of information in order to meet operational and legislative requirements.

2. Scope

2.1 This policy applies to:

- The life cycle of all records in all formats, digital or physical and will be applied consistently across all media types.
- All records that are created and/or used by the Board, employees and volunteers of MPL. It also applies to records from external sources, including but not limited to, other governmental bodies, businesses and public when such records are maintained by MPL as part of its administrative and operational functions.

2.2 The policy does not apply to:

- Items in MPL's digital or physical materials collections acquired solely for use by the public.
- Historical and archival materials or items acquired by MPL as part of its Local History collection.

3. Definitions

- a) **Active Record:** Records that are retained and required for the day-to-day business of the Library.
- b) **Archival Record:** Records determined to have historical and cultural value at MPL to warrant continuous preservation. These records are transferred to the Local History Collection at the end of their retention periods.

- c) **Destroy:** The process of eliminating or deleting data, documents and records so that the recorded information no longer exists.
- d) **Disposition:** with respect to records shall mean a range of processes associated with implementing records retention, destruction, loss, or transfer decisions or ownership that are documented in disposition authorities or other instruments.
- e) **Digital Records:** any information created, received and maintained in electronic format, including emails, documents, spreadsheets, databases and multimedia files.
- f) **Life Cycle:** Similar to biological life cycle, a record's life cycle is a record's creation or receipt, use, maintenance, retention and disposition.
- g) **Official Records:** recorded information in any format or medium that documents the Library's business activities, rights, obligations or responsibilities or recorded information that was created, received, distributed or maintained as evidence and information by the Library in pursuance of legal obligations or in the transaction of business;
- h) **Migration:** means to move data files 1) from one computer storage media to another, 2) from one software version to another, and 3) moving from one operating system to another operating system;
- i) **Permanent Record:** Records determined to have historical, administrative, legal, or other value to the library to warrant continuous preservation.
- j) **Records Management:** means the field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records, including processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records.
- k) **Records Retention Schedule:** means a description of what records are being managed, how long they need to be retained, and what requirements their final disposition will be based on (i.e., legal, compliance, business, operational or historical).
- l) **Records Series:** A group of identical or related records that are normally used and filed as a unit and that permit evaluation as a unit for retention scheduling purposes.

- m) **Retention Period:** means the period of time that records are kept to meet operational, legal, regulatory, fiscal or other requirements by the Library before they may be disposed of.
- n) **Transitory Records:** means records kept solely for convenience of reference and of short-term value in documenting the planning or implementation of the Library policy or programs.

4. Records Retention

4.1 Record

- 4.1.1 Only one Official Record, either physical or digital, will be maintained to ensure retention requirements.
- 4.1.2 Where an original physical Record is not required by law or is not classified as a Permanent Record for preservation, the Digital Record will become the Official Record for retention purposes. The physical Record will then be considered Transitory.
- 4.1.3 Transitory Records, unless they have become necessary for legal or administrative purpose, will not be retained and may be disposed of at any time beyond their usefulness.
- 4.1.4 Duplicate Records that are identified in the Retention Schedule (such as copies used as supporting documents to a report, or when the original record is submitted to the Town of Milton) are considered exceptions and are not Transitory. They will be retained in accordance with the Retention Schedule.

4.2 Storage

- 4.2.1 Inactive records will be held in a safe and secure location, with reasonable accessibility by authorized employees.
- 4.2.2 Storage practices will support the cost-effective use of office space, computer server space and storage facilities.
- 4.2.3 All digital records must be stored in approved systems with appropriate access controls. Sensitive or confidential records must be encrypted and protected in accordance with the Library's data security policies.
- 4.2.4 Encrypted data must have its decryption keys managed to allow recreation of the data in a form which it may be accessed until its retention period has expired.
- 4.2.5 Migration of data processes shall be constantly scrutinized to ensure that records can be readable for the duration of their retention periods.

4.3 Retention Schedule

- 4.3.1 The records retention schedule attached hereto as **Attachment I** forms part of this policy, and may be amended from time to time as necessary.
- 4.3.2 Records retention schedules will be consistent across all media, and the management of digital records will be integrated into the Library's records management program.
- 4.3.3 In determining the retention periods for any records, the CEO or designate, in support of the Directors, shall consider:
 - a) the operational nature of the records, including the period of time during which the Library uses the records to perform its functions;
 - b) the legal nature of the records, including the period of time necessary to comply with statutory or regulatory requirements or requirements imposed by agreements, permits or similar documents, or to ensure that the records are available in case of investigation or litigation;
 - c) the fiscal nature of the records, including the period of time necessary for audit or tax purposes; and
 - d) the historical nature of the records, including the long-term value of the records for documenting past events or the origins and history of the Library.

4.4 Disposition

- 4.4.1 Disposition operations must maintain the security of information and protect the privacy of individuals whose personal information is contained in records.
- 4.4.2 Each library department is to review their records annually at the beginning of February and follow the retention guidelines in the Retention Schedule.
- 4.4.3 A record of all disposed documents (Attachment 2) shall be maintained and a Report of Disposition will be submitted for review by the May Board meeting.
- 4.4.4 Records will be destroyed using a method appropriate to their format and content in a secure and confidential manner.
- 4.4.5 Confidential and personal information shall be destroyed through a process that achieves definitive obliteration of information.
- 4.4.6 Records will not be retained beyond their retention period without a valid reason authorized by the CEO or designate.

5. Accountabilities

The CEO or designate is responsible for ensuring that records management requirements are being met and that they reflect the library policies and procedures.

The Director, Human Resources, Town of Milton is accountable to the CEO or designate for the general administration of Human Resource records.

Departmental leads are accountable to the CEO or the designate for ensuring compliance with this policy and for managing their respective records series as established in the retention schedule.

Attachment 1 – Retention Schedule

Attachment 2 – Record Destruction Log