



**TORONTO PUBLIC LIBRARY
RECORDS RETENTION SCHEDULES**

ATTACHMENT 1

Code	Records Title	Originating Office	Retention				Disposition	Comments/Legislation
			A	I	Total	Disposition		
<p>Functional Category: Administration and Governance</p> <p>Description: Records relating to the ways in which the Library is governed and regulated to ensure efficiency, effectiveness, and compliance with statutory requirements; and Library general administrative matters. Also includes Freedom of Information, protection of privacy, security precautions, and records management</p>								
<u>A0001</u>	<p>Access to Information and Personal Information Protection (MFIPPA) – Access Requests</p> <p><u>Records relating to requests for information, appeals to the Information & Privacy Commissioner, and subsequent responses to these requests and appeals under the Municipal Freedom of Information and Protection of Privacy Act. Includes requests for disclosure of personal information to law enforcement. –</u></p> <p>Records relating to requests and subsequent responses under the Municipal Freedom of Information and Protection of Privacy legislation</p>	City Librarian	T	<u>152</u>	T+ <u>152</u>	AR	<p><u>T = completion of request</u></p> <p><u>Personal Information Bank</u></p> <p><u>Legislation/Regulation: Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56, ss.17, 18, 19, 20, 21, 22, 32, 43, 45 - Request, notice of forwarding or transfer, notice of decision, notice of extension, notice to affected person, notice of refusal, where disclosure permitted, notice of order, estimate of costs</u></p> <p><u>Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place</u></p>	

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<u>A0002</u>	<p>Access to Information and Personal Information Protection (MFIPPA) – Compliance</p> <p><u>Records relating to strategies and initiatives undertaken to ensure the Library's compliance with the public's right of access to Library records and the protection of personal information resources. Documents may include impact assessments, copies of policies and guidelines, data-sharing checklists, and supporting correspondence.</u></p>	City Librarian	<u>T+2</u>	275	<u>T+27</u>	DAR	<p>T = completion of case/investigation</p> <p><u>Legislation/Regulation: Municipal Freedom of Information and Protection of Privacy Act, (General) R.R.O. 1990, Reg. 823, am. to O. Reg. 93/07. Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56, PART II Protection of Individual Privacy</u></p>
<u>A0003</u>	<p><u>Access to Information and Personal Information Protection (MFIPPA) – Annual Reporting</u></p> <p><u>Year-end statistical report for the Information and Privacy Commissioner.</u></p>	<u>City Librarian</u>	<u>C+1</u>	<u>4</u>	<u>C+5</u>	<u>D</u>	

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<u>A0004</u>	Administrative Correspondence – Short Term Chronological <u>Office Administration</u> Includes information of short-term value such as notifications of new <u>administrative or corporate procedures or instructions, project initiatives, memos, or general records relating to the management/administration of departments/divisions. Records are of general administrative interest and are not captured by other records series.</u>	City Librarian/ Directors	<u>C+1</u>	<u>12</u>	C+2	D	
<u>A0005</u>	Annual Reports Reports made annually including those sent to various Ministries and City of Toronto departments. Reports include Library materials annual budget report, annual plan for the Ministry of Culture and the published Library annual report	Directors	<u>C+2</u>	5	<u>C+7</u>	P/AR	
<u>A0006</u>	Archives Records relating to the administration and operation of the Library's archives. Documents may include copies of transfer authorizations for archival custody, archives usage reports and statistics, as well as correspondence.	Director, Research & Reference <u>responsible for research and reference</u>	<u>C+27</u>	<u>05</u>	<u>C+7</u>	<u>PAR</u>	

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A0007	Branch Profiles Descriptive information with respect to branches, including: location (address), hours of operation, population served, collection and services. Includes historical information on the branch and building, room rentals, programs, and performance measures.	Director, Policy, Planning, and City-Wide Services Planning, Policy, and E-Service Delivery responsible for planning	SC+1	0	SC+1	DP/AR	
A0008	Branch/Department/ Committee Reports Annual, monthly and periodic reports that outline the activities, such as work achieved, programs provided, community involvement, public service activities, staff training, displays, services, and general operations of the branch/department/ committee .	Directors	C + 2	3	C + 5	AR	
A0009	By-Laws By-laws including by-law respecting the size and composition of the Library Board, and the procedural by-law.	City Librarian	S	OP	S	DP/AR	<u>Legislation/Regulation: Public Libraries Act, R.S.O. 1990, c.P.44, s. 3(1), Establishment of public library</u>

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<u>A0010</u>	City of Toronto Records relating to Community and Neighbourhood Services and other City of Toronto departments and services whose functions may impact on, or be involved with the Library's administration and operations. Subjects may include exchange of information, routine notifications and inquiries and offers of service. Does not include records relating to financial reporting.	City Librarian	C + 2	4	C + 6	AR	Official communications from the city, decrees from the city, notifications of official city decisions that impact Library operations. Does not include correspondence between Library/city on specific topics covered by other records series.
<u>A0011</u>	<u>Customer Consultation and Feedback</u> <u>Records relating to solicited customer consultation and feedback, including but not limited to building renovation or strategic planning. Does not include feedback for specific Library programs or customer service issues.</u>	<u>Directors responsible for customer consultation</u>	<u>T</u>	<u>5</u>	<u>T+5</u>	<u>AR</u>	<u>T = resolution of matter for which customer consultation/feedback sought.</u>
<u>A0012</u>	Customer Compliments and Complaints Service Records relating to compliments, complaints, suggestions for improvements, and queries from members of the public including follow-up correspondence. Documents contain names, phone number, e-mail addresses, and details of customer service issue. Does not include information service questions resolved through Answerline or similar services.	City Librarian/ Directors	T +1	4	T +5	D	<u>T = resolution of customer service issue</u> <u>Personal Information Bank</u> <u>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</u>

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<u>A0013</u>	Directors' Committee Records of proceedings of the Library Directors' Committee including agendas, approved minutes, as well as related documentation	City Librarian	C+2	4	C+6	P/AR	
<u>A0014</u>	<u>Emergencies</u> <u>Records related to Library response to emergencies. Includes Library Operations Centre records, correspondence, damage reports, analysis reports, and clean-up activity reports.</u>	<u>Directors</u>	<u>T</u>	<u>30</u>	<u>T + 30</u>	<u>AR</u>	<u>T = resolution of actions related to emergency</u> <u>Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place</u>
<u>A0015</u>	<u>Emergency Planning</u> <u>Records relating to emergency planning, emergency services, and the Library's established Emergency Plan. Documents include official disaster plans for the Library. These plans discuss the services and resources necessary in the event of a disaster. May also include documents relating to contingency planning (i.e., plans made for the potential loss of services during foreseeable events, such as strikes, parades, and royal visits).</u>	<u>Directors</u>	<u>S</u>	<u>0</u>	<u>S</u>	<u>D</u>	

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<u>A0016</u>	<p>Exclusions</p> <p>Records related to the exclusion of members of the public from the Library for a one year period under the Library's Rules of Conduct. Includes as well as associated incident reports, warning letters, and requests, appeals, and correspondence relating to reinstatement.</p> <p><u>When an exclusion of six months or longer is appealed, custody of the exclusion file and all associated records is transferred to the City Librarian's Office</u></p>	<p>City Librarian Directors responsible for public service branches , research and reference, and City-wide services</p> <p><u>City Librarian</u></p>	T+1	4	T+5	D	<p>T = Termination of exclusion/reinstatement processperiod</p> <p><u>Personal Information Bank</u></p>

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	<p>Exclusions—Short Term</p> <p>Records related to the exclusion of members of the public from the Library for less than one year period (usually eight weeks) under the Library's Rules of Conduct. Includes associated incident reports, requests, appeals, and correspondence relating to reinstatement.</p>	<p>Director, North/East; Director, South/West; Director, Planning, Policy and City Wide Services and Director, Reference and Research; Director, Branch Libraries; Director, Collections Management City Wide Services</p>	T+1	4	T+5	D	T= Termination of exclusion/reinstatement process
<u>A0017</u>	<p><u>External Associations</u></p> <p><u>Records related to corporate memberships and Library staff involvement in any external associations as sanctioned by the Library, including, but not limited to, OLA, CLA, ALA. Records may include membership documentation, correspondence, and supporting materials sent to and received from the external association.</u></p>	<u>City Librarian/ Directors</u>	<u>C+1</u>	<u>1</u>	<u>C+2</u>	<u>DAR</u>	

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<u>A0018</u>	<u>Forms and Templates</u> <u>Blanks forms and templates used by the Library</u>	<u>City Librarian/ Directors</u>	<u>S</u>	<u>0</u>	<u>S</u>	<u>D</u>	<u>Series pertains only to master copy of form/template. Copies of blank forms and templates are considered supplies, not records.</u>
<u>A0019</u>	<u>Human Rights Complaints and Investigations</u> <u>Records relating to receiving, investigating, and resolving complaints from Library staff, residents and recipients of Library services concerning discrimination and/or harassment based on human rights protected grounds, as listed in the Library's Human Rights and Harassment Policy. May include information on both informal and formal complaints, as well as advice and consultation on human rights-related subject matters such as policy development, communication tools and training. Documents may include statements of complaint and completed complaint forms, investigation reports and recommendations, copies of incident reports, witness interview notes, copies of policies, research, and all supporting documentation and correspondence regarding the exploration and resolution of complaints and consultations</u>	<u>City Librarian/ Directors</u>	<u>T</u>	<u>10</u>	<u>T + 10</u>	<u>AR</u>	<u>T = resolution of case.</u> <u>Personal Information Bank</u>

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<u>A0020</u>	<p>Incident Reports</p> <p>Records relating the Library's reporting of incidents that have occurred on Library properties including reports of destruction of property, vandalism, damaged or stolen equipment, <u>injury to or by members of the public or violence. Includes warning letters and extracted security video surveillance images accessed as part of an investigation of an incident</u></p>	<p><u>Director, Finance and Treasurer;</u> <u>Director, North/East;</u> <u>Director, South/West;</u> <u>Director, Planning, Policy and City-Wide Services and</u> <u>Director, Reference and Research;</u> <u>Director, Branches;</u> <u>Director, Collections Management</u> <u>City Wide Services</u> <u>Directors responsible for public service</u></p>	T+2	0	T+2	D	<p>T = Resolution of case</p> <p><u>When an incident involves a repeat violator of the Library's Rules of Conduct, a case is considered resolved when one year has passed from the date of the most recent incident.</u></p> <p><u>Personal Information Bank</u></p>

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<u>A0021</u>	<p><u>Incident Reports – Personal Injury</u></p> <p><u>Records relating the Library’s reporting of incidents that have occurred on Library properties that resulted in personal injury.</u></p>	<p><u>Director responsible for finance</u></p>	<u>T</u>	<u>15</u>	<u>T+15</u>	<u>D</u>	<p><u>T = date of incident</u></p> <p><u>Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place</u></p>
<u>A0022</u>	<p>Library Amalgamation</p> <p>Records relating to the process and initiatives concerned with amalgamating the former Library systems of East York, York, Etobicoke, North York, Scarborough, Toronto and Metropolitan Toronto into the current Library system. Includes plans for post amalgamation Library operations and working group files, including task group and working group files. These records are housed in the Special Collections Department of the Toronto Reference Library.</p>	<p>Director, Research and Reference City Librarian and <u>Director responsible for human resources issues</u></p>	T	<u>0</u>	T	P/AR	T = completion of the amalgamation process

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A0023	Library Board Records of proceedings of the Library Board; complete Board package including closed meetings, agendas, approved minutes, as well as related documentation.	City Librarian	C+5	P	P	P	Also-May include records on microfiche, possibly video recordings <u>Legislation/Regulation: Public Libraries Act, R.S.O. 1990, c.P.44, section 20(e) – A board shall fix the times and places for board meetings and the mode of calling and conducting them, and ensure that full and correct minutes are kept.</u>
A0024	Library Organization and Organizational Charts Records relating to the development and ongoing maintenance of the Library's organizational framework and structure. Documents include departmental function statements, mission statements, organizational charts, reorganization plans, lists of who does what within the organization and related correspondence.	Director, Human Resources <u>responsible for human resource issues</u>	S	5	S+5	PAR	

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<u>A0025</u>	Meetings and Committees Records related to formally sanctioned internal and external meetings and committees, work and task groups including <u>but not limited to terms of reference, agendas, minutes, newsletters, action decision decision action records, and reports</u> for all branch, department, service committee meetings except Library Board and Directors' Committee.	City Librarian/ Directors	C+2	4	C+6	P/ <u>AR</u>	
A0026	Meetings and Committees - Committee Lists Records relating to various internal and external committees and task groups, including names of chairs and committee members.	City Librarian Direct or, Planning, Policy, and E-Service Delivery responsible for <u>planning</u>	S	0	S	D	
	Office Administration Records relating to general office administration functions and subjects not covered elsewhere. This may include monthly and annual planning calendars, information on word processing, and day timers.	City Librarian/ Directors	C+1	1	C+2	D	

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A0027	Office Supplies Records relating to the tracking and provision of office supplies and consumables, including photocopy and printer papers, envelopes. Documents include copies of purchase orders, copies of supplies catalogues and correspondence.	City Librarian/ Directors	C+1	1	C+2	D	
A0028	Partnerships Records relating to the Library's development of partnerships for community or Library initiated projects, which involve the Library and other organizations and which address identified community needs. This involves partnership efforts and funding for programs and products such as gateways and other digitization projects, produced and promoted by the Library. Documents include copies of procedures and guidelines, forms, top sheets. May also include research information, correspondence, copies of promotional information designed for the procurement of partnership. <u>Does not include records related to the delivery of programs offered in partnership or in co-sponsorship.</u>	City Librarian/ Directors	C+2	4	C+6	P	

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A0029	<p>Performance Measures</p> <p>Records relating to <u>all statistics collected by the Library for the purpose of measuring performance, measuring the performance of various services provided by the Library including, but not limited to documents, for bibliographic services and public services. Includes performance time for activities within the Library system such as downtime, solving of known problems and average turn around time, number of overdue notices, number of work orders, number of visits, books borrowed as well as compilations of user logs to determine use of library materials and visits by members of the public.</u> Includes <u>all statistics, including but not limited to circulation, information requests, in-Library use, holds, workstation users, new card registration, website usage, bibliographic services, research and reference, and public service.</u></p>	Directors	C+3	7	C+10	P/AR	
A0030	<p>Policies, Procedures, Guidelines and Standards</p> <p>Records relating to the production and formal approval of official corporate and departmental policy statements, procedures, standards, guidelines, and manuals. <u>Does not include tip sheets associated with products such as computer software.</u></p>	City Librarian/ Directors	S	7	S+7	P/ARAR	<u>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</u>

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A0031	<p>Postal and Courier Services</p> <p>Records relating to the Library's use of hard copy mail and courier services. Includes postal and mail functions with Canada Post, courier services, freight services and customs information. Documents may include logbooks, shipment permits, copies of post office regulations, and reports on lost or damaged mail/courier packages.</p>	City Librarian/ Directors	C	2	C+2	D	
A0032	<p>Professional Literature</p> <p>Records relating to office subscriptions, books and digital publications purchased by Library staff and Library departments. This includes subscriptions for professional newsletters, printed and electronic journals, business and news periodicals, and book orders. Subscriptions may be used for reference and research. Documents may include completed subscription order forms, copies of financial invoices, correspondence and memberships.</p>	City Librarian/ Directors	C+1	1	C+2	D	

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<u>A0033</u>	<p>Projects and Project Management</p> <p>Records relating to the collection, usage and maintenance of documents concerned with the management and control of all <u>formally sanctioned/approved</u> projects conducted by and/or for the Library, <u>with a formal budget or where financial/staff resources are allocated</u>. May include information related to project status reporting, planning and estimated, progress tracking, quality assurance and contingencies. Documents may include <u>project charters</u>, copies of requests for proposals and purchase orders, copies of staffing allocations, copies of vendor catalogues, copies of presentations, memorandums, and all supporting correspondence.</p>	City Librarian/ Directors	T	10	T+10	D	T = completion of project
<u>A0034</u>	<p>Receptions, Anniversaries, Special Events, and Awards Ceremonies</p> <p>Records relating to the preparation and delivery of presentations for receptions, anniversaries, special events and awards ceremonies. These events may include employee recognition, volunteer recognition, Library anniversaries, branch openings/reopening, Summer Reading Club year end parties. Includes arrangement correspondence. May include copies of purchase order requisitions, publicity, copies of speeches, presentation notes, <u>photographs of events</u>.</p>	City Librarian/ Directors	C+1	5	C+6	P AR	<u>Personal Information Bank</u>

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A0035	Records Destruction Records relating to records destruction, which authorize the destruction of Library-owned records in accordance with the records retention schedule. Includes authorization forms, list of dates of record destruction, destruction notices and correspondence.	City Librarian/ Directors	C+2	5	C+7	P/AR	Legislation/Regulation: City of Toronto Act, S.O. 2006, c.11, Sched. A (last amendment: 2009, c.33, Sched. 26, s.1), s.201(2)(a), (b)
A0036	Records Management Records related to initiatives and projects concerning Library records throughout all phases of the records' life cycle. Documents include information inventory strategies and processes, classification schemes, and record retention authorization process, and retention schedules.	Director responsible for records management administration, Information Technology and Bibliographic Services Planning, Policy, and E-Service Delivery	SC +2	0 64	SC +6	D AR	
A0037	Schedules – Branch and Department Work schedules for branches and departments including points of service, for all types of staff including pages and security guards. May include routine responsibilities at specific points of service. May include meeting times, vacation and other planned activities. Does not include r Records relating to specific employee vacation or hours of work are retained under Employee Scheduling.	Directors	C+1	0	C+1	D	

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			A	I	Total	Disposition	
A0038	Strategic Plan Multi-year plan with recommendations for future service direction. Includes strategic plan, annual work plans, and environmental scan and related materials.	Director <u>responsible for</u> <u>planning,</u> <u>Policy,</u> <u>Planning and</u> <u>City Wide</u> <u>Services</u> <u>Plannin</u> <u>g,</u> <u>Policy,</u> <u>and</u> <u>E-Service</u> <u>Delivery</u>	S	<u>102</u>	S+ <u>210</u>	P	
A0039	<u>Video Surveillance</u> <u>Video surveillance records relating to the physical security of Toronto Public Library-controlled buildings, properties, and facilities. Video recordings are used to guard against damage, unauthorized intrusion, and to ensure personal safety. This class of records includes only the video recordings (regardless of medium) themselves.</u>	<u>Director,</u> <u>Information</u> <u>Technology</u> <u>Facilities</u> <u>responsible for</u> <u>facilities</u> <u>management</u>	<u>Up to</u> <u>30 DY</u>	<u>0</u>	<u>Up to</u> <u>30 DY</u>	<u>D</u>	<u>Minimum retention 72 hours</u> <u>Personal Information Bank</u>
A0040	<u>Video Surveillance – Access logs</u> <u>Log files documenting access to the video surveillance system for any purpose.</u>	<u>Director,</u> <u>Information</u> <u>Technology</u> <u>Facilities</u> <u>responsible for</u> <u>facilities</u> <u>management</u>	<u>C+2</u>	<u>3</u>	<u>C+5</u>	<u>D</u>	

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			A	I	Total	Disposition	
<u>A0041</u>	Work Plans Records related to various department, branch, committee action/work plans. May include names and description of projects, staffing, budget and other requirements, timelines, deadlines and status information.	Directors	S	2	S+2	D	

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			A	I	Total	Disposition	
	<p>Functional Category: Circulation</p> <p>Description: Records relating to the function of checking libraryLibrary materials in and out of the LibraryLibrary. Also includes renewing materials, holding materials, paying fines and managing customer records.</p>						
<u>C0001</u>	<p>Circulation Transactions</p> <p>Records of items borrowed or returned using the Integrated Library Systemwhere there are no fines/fees owed on the items.</p>	<p>Director, Information Technology and Bibliographic ServicesFaciliti es responsible for information technology</p>	T	0	T	D	<p>T = midnight of the day returned</p> <p><u>Personal Information Bank</u></p> <p><u>Legislation/Regulation:</u> <u>Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community’s unique needs</u></p>

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			A	I	Total	Disposition	
<u>C0002</u>	<p>Circulation Transactions – Home Library Service Customers</p> <p>Records of items borrowed and returned using the Integrated Library System by Home Library Services customers who have authorized the retention of this information.</p>	<p>Director, Policy, Planning and City Wide Services Collecti ons Management City Wide Services responsible for City-Wide Services</p>	T	2	T+2	D	<p>T = until service is no longer required by customer</p> <p><u>Personal Information Bank</u></p> <p><u>Legislation/Regulation: Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community’s unique needs</u></p>
<u>C0003</u>	<p>Customer Notifications</p> <p>Information including name, phone number <u>and/or e-mail address, Library card number, address and details of specific notification</u> for members of the public. Notifications may include who are to be notified regarding items available (i.e. holds), overdue, or requiring payment.</p>	<p>Director, Information Technology and Bibliographic Services Faciliti es responsible for information technology</p>	T + 6M	0	T + 6M	D	<p>T = completion of activity for which notification is given (e.g. holds of Library materials available for pick up)</p> <p><u>Personal Information Bank</u></p> <p><u>Legislation/Regulation: Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community’s unique needs</u></p>

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			A	I	Total	Disposition	
<u>C0004</u>	Customer Records <u>Current</u> information including name, address, phone number, Library card number for members of the public who are registered in the Integrated Library System to use Library services. <u>May also include borrowing history, for customers who have opted to retain this information (when service is available), and collection agency status, for customers who have been sent to the Library's authorized collection agency for fine payment collection.</u>	Director, Information Technology and Bibliographic Services <u>Facilities responsible for information technology</u>	T	03	T+3	D	T = inactive customer records (customers who have not used their library with no Library card activity in the previous 3 years) <u>Personal Information Bank</u> <u>Legislation/Regulation: Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community's unique needs</u>
<u>C0005</u>	Customer Records – Deposit Collection Service Profiles Information including name, address, phone number, Library card number for members of the public who institutions that are registered to <u>as Deposit Collections to receive</u> Library services <u>and collections</u> , as well as a profile of customer institution preferences.	Director, Policy, Planning and City-Wide Services <u>Collections Management City-Wide Services</u> responsible for <u>City-Wide Services</u>	T	2	T+2	D	T = until customer institution no longer requires the services <u>Legislation/Regulation: Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community's unique needs</u>

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			A	I	Total	Disposition	
<u>C0006</u>	Customer Records – Home Library Service Profiles Information include name, address, phone number, Library card number, <u>special delivery instructions, and contact information for contact persons as required/listed</u> for members of the public who are registered to use Home Library Services as well as a profile of customer preferences.	Director, <u>Policy, Planning and City-Wide Services</u> <u>Collecti ons</u> <u>Management</u> <u>City-Wide Services</u> <u>responsible for City-Wide Services</u>	T	2	T+2	D	T = until customer no longer requires the service <u>Personal Information Bank</u> <u>Legislation/Regulation: Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community’s unique needs</u>

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			A	I	Total	Disposition	
<u>C0007</u>	Customer Records – Manual Registration Records include completed manual registration forms including name, address, phone number, Library card number for members of the public who are eligible to use the Library's materials and services. <u>Includes manual registration forms for e-mail marketing</u>	<u>Director, responsible for, North/East; Director, South/West; Director, Planning, Policy and City-Wide Services and Branches. Director, Reference and Research, and Director, Collections Management City-Wide Services responsible for research and reference, and City-Wide Services</u>	T	0	T	D	T = when customer registration has been input into the Integrated Library System <u>Personal Information Bank</u> <u>Legislation/Regulation: Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community's unique needs</u>

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			A	I	Total	Disposition	
<u>C0008</u>	Customer Records – Special Needs Status Information including name, address, phone number, Library card number and special needs information for members of the public who wish to receive a special needs status when registered in the Integrated Library System to use Library services. Includes both approved and declined requests.	Director, North/East; Director, South/West;Dir ector, Planning, Policy and City Wide Services andBranch Libraries Director, Reference and Research <u>responsible for branch libraries</u>	T	3	T+ 3	D	T = inactive customer records (customers who have not used their Library card in the previous 3 years) <u>Personal Information Bank</u> <u>Legislation/Regulation:</u> <u>Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community’s unique needs</u>

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			A	I	Total	Disposition	
<u>C0009</u>	Customer Records – Supplementary Cards Information including name, address, phone number, Library card number for members of the public who are registered in the Integrated Library System to use Library services and who have requested a supplementary card.	Director, North/East, Director South/West, Branches, Director Research and Reference Libraries, and Director Planning, Policy and Collections Management City-Wide Services responsible for public service	T	0	T	D	T = until customer no longer requires the supplementary card <u>Personal Information Bank</u> <u>Legislation/Regulation:</u> <u>Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community’s unique needs</u>
<u>C0010</u>	Customer Records – Talking Book Service Records relating to customers registered for the Talking Book service. Includes completed application form, approval notification.	Director, Policy, Planning and City-Wide Services Collections Management City-Wide Services responsible for City-Wide Services	T	2	T + 2	D	T = until customer no longer requires services <u>Personal Information Bank</u> <u>Legislation/Regulation:</u> <u>Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community’s unique needs</u>

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			A	I	Total	Disposition	
<u>C0011</u>	Intra-Library and Inter-Library Loans Records related to requests to borrow Library materials from participating libraries or branches, institutions, external resources. Status include pending, received, or completed. Fees are required to handle external resources.	Director, Research and Reference Libraries responsible for <u>research and reference</u>	C + 1	0	C + 1	D	<u>Personal Information Bank</u> <u>Legislation/Regulation:</u> <u>Public Libraries Act, R.S.O. 1990, c.P.44, section 20(a) – A board shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community’s unique needs</u>
	Statistics—Circulation—Annual Records relating to the annual circulation statistical report gathered within the Library: reports include detailed circulation data.	Director, Policy, Planning and City Wide Services	C+3	4	C+7	P/AR	
	Statistics—Circulation—Monthly Records relating to the monthly circulation statistical reports gathered within the Library. Reports include detailed circulation data.	Director, Policy, Planning and City Wide Services	C	0	C	D	
	Statistics—Circulation—Quarterly Records relating to quarterly circulation statistics reports gathered within the Library: checkouts, renewals by materials format, by customer type, by collection code.	Director, Policy, Planning and City Wide Services	C+3	4	C+7	D	

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			A	I	Total	Disposition	
	<p>Functional Category: Collections and Bibliographic Services</p> <p>Description: Records relating to the functions of selection, acquisition, cataloguing, material processing, collection maintenance, collection evaluation, and collection management.</p>						
CB001	<p>Bibliographic Records</p> <p>Records of all catalogued Library materials owned <u>or ordered</u> by the Library from point of order entry into the Integrated Library System.</p>	<p>Director, Information Technology and Bibliographic Services Collections Management City Wide Services responsible for collections management</p>	T	0	T	D	<p>T=until the last copy of the title has been discarded <u>or until purchase order has been cancelled.</u></p> <p><u>If purchase order cancelled, record is retained until end of fiscal year.</u></p>
CB002	<p>Cataloguing</p> <p>Records relating to the administration and maintenance of the cataloguing function, includes forms, coding information, copies of manuals, standards, procedures developed in-house.</p>	<p>Director, Information Technology and Bibliographic Services Collections Management City Wide Services responsible for collections management</p>	S	0	S	D	

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			A	I	Total	Disposition	
<u>CB003</u>	<u>Electronic Products Administration - Collections</u> <u>Records related to subscriptions for e-journals, databases, and other materials. Includes licenses for databases, journals, software, downloadable content.</u>	<u>Director responsible for collections management; Collections Management City Wide Services</u>	<u>S</u>	<u>10</u>	<u>S + 10</u>	<u>D</u>	
<u>CB004</u>	Library Artifacts – Reproduction Collection Records relating to the processes and initiatives associated with ensuring the reproduction of the Library’s artifacts. May include information on the transfer to alternative records media formats.	<u>Director responsible for research and reference; Research and Reference Libraries</u>	S	<u>0</u>	S	P/AR	
<u>CB005</u>	Library Materials – Budget Records relating to the allocation and management of the annual Library materials budget. Includes annual budget reports and allocations to central and local accounts, and information on donations and development charges. <u>Includes annual collection development plans and detailed expenditure reports.</u>	<u>Director responsible for collections management; Policy, Planning, and City Wide Services; Collections Management City Wide Services</u>	C + 4	5	C + 9	<u>DARP</u>	

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			A	I	Total	Disposition	
<u>CB006</u>	Library Materials – Collection Development Records relating to the development of Library collections owned and/or licensed by the Library. Includes information on all materials in all languages and formats, assessments of these materials, collection profiles and statements and annual collection development plans. <u>Does not include licenses for electronic products</u>	Director, Policy, Planning, and City Wide Services Collecti ons Management City Wide Services <u>responsible for collections management</u>	C + 2	5	C + 7	D	
<u>CB007</u>	Library Materials – Complaints <u>Requests for Reconsideration</u> Records relating to complaints <u>requests for reconsideration</u> from the public about items in the Library's collection including procedures, details of complaints <u>requests for reconsideration</u> and their disposition, and information on intellectual freedom and challenged material in the wider community.	Director, Policy, Planning, and City Wide Services Collecti ons Management City Wide Services <u>responsible for collections management</u>	C + 1	9	C + 10	P	<u>Personal Information Bank</u>

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			A	I	Total	Disposition	
<u>CB008</u>	Library Materials – Selection Records related to the management of Library materials selection including policies and procedures covering all formats and languages , and information on selectors. <u>May include internal selection procedures not associated with Materials Selection Policy, and vendor catalogues used by staff to order Library materials.</u>	Director, Policy, Planning and City Wide Services <u>Collections Management City Wide Services responsible for collections management</u>	<u>S</u>	<u>100</u>	<u>C+ 10S</u>	<u>DAR</u>	Does not include master copies of policies. May include internal procedures
<u>CB009</u>	Library Materials – Statistics Records related to statistical information on the Library's collections in all formats and languages. Includes annual stock statistics, turnover and inventory results.	Director, Policy, Planning and City Wide Services <u>Collections Management City Wide Services responsible for collections management</u>	C + 3	7	C + 10	P	

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			A	I	Total	Disposition	
<u>CB010</u>	Library Materials Acquisitions Records related to the administration and acquisition of Library materials. Includes unique order data/information in the Integrated Library System, budget coding and reporting requirements, correspondence with vendors and suppliers, copies of procedures, forms.	Director, Information Technology and Bibliographic Services Collections Management City Wide Services responsible for collections management	T	0	T	D	T = order completed <u>end of following fiscal year</u>
	Order Catalogues Vendor catalogues used by staff to order library materials. Includes locations which have requested the items. Includes initials of Collection Development Department staff who have authorized the order.	Director, Information Technology and Bibliographic Services	C	+	C++	D	Library
<u>CB011</u>	Preservation <u>and Conservation</u> Records relating to the administration and maintenance of the preservation <u>and conservation</u> function <u>of Library materials.</u>	Director, Research and Reference Libraries responsible for <u>research and reference</u>	S	0	S	DAR	

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			A	I	Total	Disposition	
<u>CB012</u>	Processing Records relating to the administration and maintenance of the processing function (i.e. labelling, covering, protecting materials). May include copies of supply orders and requisitions, copies of vendor information and correspondence.	Director, <u>Information Technology and Bibliographic Services/Collecti ons Management City Wide Services responsible for collections management</u>	C + <u>34</u>	0	C + <u>34</u>	D	
<u>CB013</u>	Serials Records related to the administration and maintenance of serials records such as magazines, newspapers, annual travel guides, government documents.	Director, <u>Information Technology and Bibliographic Services/Collecti ons Management City Wide Services responsible for collections management</u>	S	0	S	D	

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			A	I	Total	Disposition	
	<p>Functional Category: Electronic Services</p> <p>Description: Records relating to the function of providing libraryLibrary services through LibraryLibrary websites, gateways, electronic applications, digital collections, and electronic products which the LibraryLibrary licenses.</p>						
<u>E0001</u>	<p>Digitization</p> <p>Records related to the administration and maintenance of the digitization function.</p>	<p>Director, Research and Reference Libraries responsible for research and reference</p>	S	0	S	D	
<u>E0002</u>	<p>Electronic Products Administration - <u>Services</u></p> <p>Records relating to the administration of electronic productsservices and hosted software licensed by the Library. Documents include information sheets, product location sheets, tip sheets, training materials and other licensing information.</p>	<p>Director, Policy, Planning and City Wide Services Planning, Policy, and E-Service Delivery responsible for electronic services</p>	S	0	S	D	

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			A	I	Total	Disposition	
<u>E0003</u>	<u>Image Order Requests</u> <u>Records relating to requests for digitization, including completed request form and correspondence.</u>	<u>Director, Research Reference Libraries</u> <u>responsible for research and reference</u>	<u>T</u>	<u>7</u>	<u>T+7</u>	<u>D</u>	<u>T = completion of digitization process</u> <u>Personal Information Bank</u>
<u>E0004</u>	Uniform Resource Locators (URLs) – Registered Records relating to all Uniform Resource Locators (URLs) for gateways, pages, images registered to the Library. <u>Includes records relating to the resolution of disputes regarding the registration of URLs.</u>	<u>Director, Information Technology and Bibliographic Services Planning, Policy, and E-Service Deliverys</u> <u>responsible for information technology and electronic services</u>	T	7	T + 7	D	T = termination of registration period

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			A	I	Total	Disposition	
<u>E0005</u>	<p>Web Pages<u>Content - Duplicated</u></p> <p>Electronic pages <u>that have been duplicated from other sources</u> that comprise the content of the various Library internet and intranet sites, including but not limited to the F<u>V</u>RL, the Library's website, Ontario History Quest, Canadian Theatre</p>	<p>Director, Planning, Policy and City-Wide Services, Director, Reference and Research, Director, Information Technology and Bibliographic Services<u>Plannin</u> <u>g, Policy, and</u> <u>E-Service</u> <u>Delivery</u> <u>responsible for</u> <u>electronic</u> <u>services</u></p>	S	6M0	S + 6M0	D	

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			A	I	Total	Disposition	
<u>E0006</u>	<p>Web <u>Administration and Development sites</u></p> <p>Records relating to the initial creation, development, maintenance, and eventual disposition of the Library's Internet and Intranet websites. Internet resources are made available to the public at large, whereas Intranet resources are for internal employee access. May include information relating to condensing and approving proposed website content, updating and removing websites, website navigability, general topical reference materials concerning website development and maintenance, computer resources, technical design, systems development, user requirements, project definitions, and database management.</p>	<p>Director, <u>responsible for information technology and electronic services, Planning, Policy and City Wide Services, Director, Reference and Research, Director, Information Technology and Bibliographic Services, Planning, Policy, and E-Service Delivery, and Director, Information Technology and Facilities</u></p>	S	7	S + 7	PAR	
<u>E0007</u>	<p><u>Web Content</u></p> <p><u>Original electronic pages that comprise the content of the various Library internet sites,</u></p>	Director	S	0	S	AR	

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Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	<p>Functional Category: Facilities Management</p> <p>Description: Records relating to construction, operation and maintenance of the LibraryLibrary's physical assets and property, which it owns or leases. This may include buildings, facilities, lands, vehicles and equipment.</p>						
FA001	<p>Artifacts</p> <p>Records relating to the collection of artifacts with historical, heritage, or symbolic value, which may include plaques, photographs and tools. Documents may include artefact historical statements, accession lists, historical artefact appraisals, and memoranda. These records are housed in the Special Collections Department of the Toronto Reference Library</p>	<p>Director, Research and Reference Libraries responsible for research and reference</p>	P	0	P	P	<p><u>Legislation/Regulation:</u> <u>Ontario Heritage Act, R.S.O. 1990, c. O.18, s. 27 - Register of designated properties</u></p>
FA002	<p>Building Access and Security – <u>Controlled Access</u></p> <p>Records related to controlled access to Library buildings including requests from staff / tenants for keys, and card access. Also includes status reports for building security systems.</p>	<p>Director, Finance and Treasurer Information Technology Facilities responsible for facilities management</p>	C+2 T	40	C+6 T	D	<p>T = completion of request<u>termination of access</u></p>

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			A	I	Total	Disposition	
FA003	Building Access and Security – Controlled Access Log Files Records related to the use of FOBs or other methods of controlled access by Library staff members at Library facilities.	Director responsible for facilities management	8M	0	8M	D	
FA004	Building Access and Security – Video Surveillance Systems Includes security video surveillance needs assessment reports, status reports for building security systems, inventory lists, diagrams, and cost reports.	Director, Information Technology and Facilities responsible for facilities management	S	0	S	D	
FA005	Building Maintenance Records relating to the ongoing and scheduled maintenance of Library owned controlled buildings. May include information on lawn-mowing, building and elevator inspections, and janitorial services. Documents may include inspection reports, preventative maintenance reports, maintenance logs, copies of work orders related to building maintenance , departmental purchase orders , copies of contracts and agreements not routinely retained by Purchasing , and correspondence.	Director, Finance and Information Technology Facilities responsible for facilities management	T	7	T + 7	D	T = expiration of contract for maintenance Small contracts may be retained by Facilities, not purchasing Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.

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			A	I	Total	Disposition	
<u>FA006</u>	<p>Building Management – Library Owned</p> <p>Records relating to the overall management of Library owned properties and buildings. Documents may include floor plans. <u>Includes, but is not limited to, records relating to construction and renovation programs, and projects regardless of funding source, records which provide environmental assessments, architectural and engineering drawing (prints), information on the current state of branch buildings to determine whether or not to include them in the annual state of good repair program, design specifications, environmental reports, any information regarding new facilities and historical information on each building, copies of minutes, correspondence, budget, schedules, technical, legal, financial information, contracts and agreements not retained by Purchasing, tenders, easement negotiations, construction information, warranty certificates on major equipment for Library buildings.</u></p>	<p>Director, Finance and Treasurer Information Technology Facilities, Director, Branch Libraries, Director, Research & References responsible for facilities management and public service</p>	T	20	T + 20	P/AR	<p><u>T = termination of ownership of building/property</u></p> <p><u>Legislation/Regulation: Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place</u></p>

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Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
<u>FA007</u>	<u>Building Management – Library Leased</u> <u>Records relating to the overall facilities management of Library-leased properties and buildings. Documents may include floor plans and other contract documents such as drawings and specifications</u>	<u>Director, Information Technology Facilities, Director, Branch Libraries responsible for facilities management and branch libraries</u>	<u>T+2</u>	<u>210</u>	<u>T+23</u>	<u>DAR</u>	<u>T = termination of lease</u> <u>Legislation/Regulation: Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place</u>
	Construction and Renovation Records relating to construction and renovation programs, and projects regardless of funding source. Includes records which provide environmental assessments, architectural and engineering drawing (prints), information on the current state of branch buildings to determine whether or not to include them in the annual state of good repair program. Design specifications, environmental reports, any information regarding new facilities and historical information on each building. Documents may include copies of minutes, correspondence, budget, schedules, technical, legal, financial information. Tenders, easement negotiations, construction information, warranty certificates on major equipment for Library buildings.	Director, Finance and Treasurer	T	20	T+20	P/Ar	T = completion of construction and/or renovation

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Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FA008	Development Applications and Surplus Lands Records relating to circulated development applications from the City of Toronto if development is greater than 100 units or if adjacent to Library property (in the case of requests for comments circulated by the Committee of Adjustment). Includes copy of official Library response (signed comment letter).	Director, Policy, Planning and City Wide Services Plannin g, Policy, and E-Service Delivery responsible for planning	C + 3	2	C+ 5	D	
FA009	Operation and Maintenance Manuals Records relating to instructions on the operation and maintenance of the Library Library's facilities and equipment.	Director, Finance and Treasurer Infor mation Technology Facilities responsible for facilities management	S	0	S	D	
FA010	Pest Management Records related to the Library's pest management function, including pest management tracking reports.	Director, Information Technology and Facilities responsible for facilities management	C + 5	0	C + 5	AR	Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period

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			A	I	Total	Disposition	
FA011	<p>Vehicle and Equipment Management</p> <p>Records relating to the management and operation of vehicles, and light and heavy equipment that the Library leases, owns, and operates. Also includes information on the acquisition and disposition of vehicles and light and heavy equipment. Documents may include permit registration, asset inventories, tracking logs, preventative maintenance reports, copies of agreements, maintenance services history files, and equipment inspection reports.</p>	Director, Finance and Treasurer Information Technology Facilities responsible for facilities management	T	2	T + 2	D	T = termination of ownership of vehicle or equipment
FA012	<p>Vehicle Pre-Trip Inspections</p> <p>Records relating to the regular and ongoing automotive inspections of the Library's licensed commercial motor vehicles over 4,500 kilograms. Inspection results and recommendations are recorded in inspection reports.</p>	Director, Information Technology Facilities Finance and Treasurer responsible for facilities management	6 M	0	6 M	D	Legislation/Regulation: Highway Traffic Act, (Commercial Motor Vehicle Inspections) R.R.O. 1990, Reg. 575, ss 11(b) - Keep inspection report that does not show a defect(s) for three months after report is completed.
FA013	<p>Work Orders – Facilities Building Maintenance</p> <p>Records relating to the creation and processing of work orders issued to Library employees indicating required tasks to be performed on Library facilities. Includes service requests for repairs to the building, both internal and external repairs, Day book memos (logged daily), replacement of items that are covered by facilities department, such as installing weather stripping, light bulbs, and correspondence/service requests for pest control.</p>	Director, Information Technology Facilities Finance and Treasurer responsible for facilities management	C + 262	04	C + 62	D	

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			A	I	Total	Disposition	

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Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	Functional Category: Financial and Legal Management						
	Description: Records relating to the Library's finances, accounting and purchasing processes, including the receipt, control, and expenditure of funds. Also includes legal matters involving the Library.						
FI001	Accounting and Finance Administration Records relating to the general administration of the financial and accounting systems. May include information on accounting systems, workflow reports and diagrams, financial signing authority, copies of federal and provincial guidelines and compliance requirements, and correspondence.	Director, Finance and Treasurer <u>responsible for finance</u>	C + 2	5	C + 7	D	
FI002	Accounts Payable Records relating to the processing payments made to external suppliers of goods and services. Includes suppliers' invoices for goods/services obtained by the Library with cheque statement and payment, receipts received.	Director, Finance and Treasurer <u>responsible for finance</u>	C + 1	5	C + 7	D	<u>Legislation/Regulation:</u> <u>Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 –Records and books of account to determine tax payable, accounts and vouchers to verify information to be kept six years from end of last year to which they relate.</u>

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			A	I	Total	Disposition	
FI003	<p>Agreements and Contracts</p> <p>Records relating to the negotiation, formation, and use of all official contracts and agreements, which are typically used to establish a legal relationship governing goods and services, the use or transfer of property, and the performance of obligations. Contracts and agreements between the Library and external organizations, consultants, and performers. Does not include contracts for room bookings <u>or local agreements at branch levels, or day-to-day administration of contracts.</u></p>	<p>Director, Finance and Treasurer <u>Directors</u></p>	T	20	T + 20	DAR	<p>T = termination of agreement/contract</p> <p><u>Legislation/Regulation: Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place</u></p>
FI004	<p>Agreements and Contracts – Room Bookings</p> <p>Records relating to the agreements between the Library and organizations, individuals to use the Library's theatres, auditoriums and meeting rooms, including correspondence. <u>Includes records relating to the booking of the Bram & Bluma Appel Salon</u></p>	<p>Director, Branch Libraries <u>Libraries</u> <u>responsible for branch libraries and research and reference</u></p>	T	6	T + 6	D	<p><u>Personal Information Bank</u></p> <p><u>T = termination of room booking</u></p> <p><u>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</u></p>
FI005	<p>Artifacts – Donations</p> <p>Financial records relating to the donation valuation of artifacts <u>providing to Special Collections, or from the Art Exhibits Committee.</u></p>	<p>Director, Finance and Treasurer <u>responsible for branch libraries and research and reference</u></p>	C + 2	5	C + 7	P/AR	<p><u>Legislation/Regulation: Ontario Heritage Act, R.S.O. 1990, c. O.18, s. 27 - Register of designated properties</u></p>

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FI006	Artifacts – Financial Statements Financial statements and information related to the Library’s artifacts, including monetary artefact appraisals.	Director, Finance and Treasurer <u>responsible for finance</u>	P	0	P	P/AR	<u>Legislation/Regulation: Ontario Heritage Act, R.S.O. 1990, c. O.18, s. 27 - Register of designated properties</u>
FI007	Audited Financial Statements and Reports Records relating to the production and use of financial statements and reports. Documents may include balance sheets, income statements, funding statements, liability statements, net assets sheets, and expense statements, <u>and records related to grants.</u>	Director, Finance and Treasurer <u>responsible for finance</u>	C + 2	5	C + 7	P	<u>Legislation/Regulation: City of Toronto Act, S.O. 2006, c.11, Sched. A (last amendment: 2009, c.33, Sched. 26, s.1), s.233, Auditing of financial statements.</u>
FI008	Audited Financial Statements and Reports – Working Papers Working papers for audited financial statements and reports.	Director, Finance and Treasurer <u>responsible for finance</u>	C + 2	5	C + 7	D	
FI009	Bank Deposit Books Records relating to the tracking monies received by the branches for deposit, including bank deposit slips	Director, Finance and Treasurer <u>responsible for finance</u>	C	6	C + 6	D	

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			A	I	Total	Disposition	
<u>FI010</u>	Bank Statements and Reconciliations Records relating to the receipt and use of bank statements and reconciliations including printed account balances of the Library, U.S. account, trust accounts balance and detail transaction listing, capital account, operating account, bank reconciliations. <u>Includes mini till branch-level receipts from branches and grants.</u>	Director, Finance and Treasurer <u>responsible for finance</u>	<u>C+2</u>	<u>576</u>	<u>C + 76</u>	D	<u>Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 -Records and books of account to determine tax payable accounts and vouchers to verify information to be kept six years from end of last tax year to which they relate.</u>

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<u>FI011</u>	<p>Capital Assets</p> <p>Records relating to the Library's capital and fixed assets, which are long-term assets that are not purchased or sold during the normal course of business. May include information on capital assets such as machinery, land and land improvements, equipment, works of art and historical treasures, infrastructure, and vehicles, capital assets inventories, capital depreciation statements, and capital assets reports.</p>	<p>Director, Finance and Treasurer responsible for <u>finance</u></p>	T	7	T + 7	D	<p>T = until capital asset is no longer owned</p> <p><u>Legislation/Regulation: Municipal Affairs Act, R.S.O. 1990, c. M.46, s. 3 (c) - Municipal Audit of accounts, registers, records, vouchers, receipts and other books and documents relating to the assets, liabilities, revenues, expenditures, funds and money of municipalities and the reports, returns, statements and information to be made and furnished by municipal auditors and otherwise with respect to the performance of their duties. Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 -Records and books of account to determine tax payable, accounts and vouchers to verify information to be kept six years from the end of last tax year to which they relate.</u></p>

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FI012	<p>Capital Budget</p> <p>Records relating to the management of the capital budget. Documents include budget process procedures, City reports, internal charge back costs directives, and approved budget.</p>	Director, Finance and Treasurer responsible for <u>finance</u>	T	7	T + 7	DAR	<u>Legislation/Regulation: City of Toronto Act, S.O. 2006 c.11, Sched. A (last amendment: 2009, c.33, Sched. 26, s.1), s. 228 -The City shall in the year or the immediately preceding year prepare and adopt a budget including estimates of all sums required during the year for the purposes of the City</u>
FI013	<p>Cheque Register</p> <p>Records relating to the administration and use of the Library's cheque register. Includes information on cheque dates, purpose of payment, amount paid, and running balance. Documents may include void cheques, cheque run reconciliation reports, cheque summary reports, lists of cheques issued.</p>	Director, Finance and Treasurer responsible for <u>finance</u>	C + 2	5	C + 7	D	<u>Legislation/Regulation: Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 -Records and books of account to determine tax payable accounts and vouchers to verify information to be kept six years from end of last tax year to which they relate.</u>
FI014	<p>Cheques</p> <p>Records relating to the management and processing of Library and other cheques. Also includes information relating to external cheques that are returned to the Library after they have been cashed by banking and financial institutions, or if they have been dishonoured.</p>	Director, Finance and Treasurer responsible for <u>finance</u>	C + 2	5	C + 7	D	<u>Legislation/Regulation: Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 -Records and books of account to determine tax payable accounts and vouchers to verify information to be kept six years from end of last tax year to which they relate.</u>

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FI015	<p>Claims – Insurance</p> <p>Claims that are reimbursed for loss, vandalism within a Library facility. Copies of incident reports, copy of paid invoices, quotes. Copy of claim transmittal form, copy of cheque. Claims for stolen, vandalized objects or property.</p>	<p>Director, Finance and Treasurer <u>responsible for finance</u></p>	T	7 <u>15</u>	T + <u>715</u>	D	<p><u>T = resolution of claim</u></p> <p><u>Legislation/Regulation:</u></p> <p><u>Limitations Act, S.O. 2002, c. 24, Sched. B. s.14. (1), (2)</u></p> <p><u>Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place</u></p>
FI016	<p>Copyright</p> <p>Records relating to copyright privileges issued to the Library, including information on the permission to use copyright material, such as obtaining permission to publish items on the web from the author or creator and copyright logs to meet reporting requirements of Access Copyright contract.</p>	<p>Director, Planning, Policy and City-Wide Services <u>responsible for City-Wide Services</u></p>	ET	9	ET + 9	P/AR	<p><u>Legislation/Regulation:</u></p> <p><u>Copyright Act (Canada), R.S.C. 1985, c. C-42, s 56 - Application for registration of copyright.</u></p>

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FI017	Expense Claims Records relating to employees' claim for reimbursement for financial expenses, including completed expense claim forms.	Director responsible for finance, Finance and Treasurer	C + 2	5	C + 7	D	<u>Legislation/Regulation: Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 -Records and books of account to determine tax payable accounts and vouchers to verify information to be kept six years from end of last tax year to which they relate.</u>
FI018	General Journal – Posted Reconciliation of Bank Accounts, and General Ledger Accounts	Director, Finance and Treasurer responsible for finance	C + 2	5	C + 7	D	
FI019	General Ledger Accounts Records relating to the administration and accounting control of general ledger account. Includes copies of accounting entries and back-up working papers.	Director, Finance and Treasurer responsible for finance	C + 2	5	C + 7	DP/AR	<u>Legislation/Regulation: Income Tax Regulations (Canada), C.R.C. 1978, c. 945, s. 5800 - General ledger or other book of final entry to be kept two years after dissolution of corporation.</u>
FI020	Goods and Services Tax Returns Returns, adjustments, and re-assessment of amounts to be paid to Canada Customs and Revenue Agency.	Director, Finance and Treasurer responsible for finance	C	6	C + 6	D	<u>Personal Information Bank</u> <u>Legislation/Regulation: Excise Tax Act (Canada), R.S.C. 1985, c. E-15, ss 286(3) Keep records until the expiration of six years after the end of the year to which they relate.</u>

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			A	I	Total			
<u>FI021</u>	Grants Records relating to grants received and administered by the Library. <u>Administrative</u> correspondence and reports for tracking and managing the grant process. Applications to external organizations, government, business, foundations for funding of Virtual Reference Library program initiatives, Writers in Residence, Adult Literacy as well as all other grants.	Director, Finance and Treasurer <u>Direct ors</u>	C + 2	5	C + 7	DAR	<u>Legislation/Regulation: Income Tax Act, (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 - Records and books of account to determine tax payable, accounts and vouchers to verify information to be kept six years from end of the last tax year to which they relate. Audit Act, R.S.O. 1990, c. A.35, s. 13 - Financial statement of disposition of grant payment.</u>	
<u>FI022</u>	Income Tax Statements of Remuneration (T4s) – Employees Statement of employee earning for income tax purposes	Director, Finance and Treasurer <u>responsible for finance</u>	C + 2 <u>276</u>	5	C + 7	D	<u>Personal Information Bank</u> <u>Legislation/Regulation: Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), clause 230(4)(b) Records and books of account to determine tax payable accounts and vouchers to verify information to be kept six years from end of last tax year to which they relate. Employment Insurance Act (Canada), 1996, c.23, s.87 Employment Standards Act, S.O. 2000, c.41, s.15(5)</u>	

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FI023	Journal Entries Records relating to the production and use of journal entries. May include completed journal entry forms, transaction journals, copies of invoices and receipts, and correspondence.	Director, Finance and Treasurer responsible for <u>finance</u>	C + 2	5	C + 7	D	<u>Legislation/Regulation: Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 - Records and books of account to determine tax payable, accounts and vouchers to verify information to be kept six years from end of last year to which they relate</u>
FI024	Leased Properties Library leasing agreements for use of space with property owners. Contains correspondence/faxes, statement of charges, branch information, current lease agreement, lease proposal with signatures, payment schedule, legal lease with initials. Property assessments for facilities leased by the Library, lease renewal, discussions, standard lease agreement, operating costs, chronology of leased space.	Director, Finance and Treasurer responsible for <u>finance</u>	T	20	T + 20	D AR	T = Termination of lease <u>Legislation/Regulation: Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place</u>
FI025	Leases – Equipment Records relating to obtaining and issuing leases, which convey the right to use, possess, or control property belonging to another party in exchange for financial compensation. Includes lease agreements, vendor, information for billing purposes, loan amortization.	Director, Finance and Treasurer responsible for <u>finance</u>	T	7	T + 7	D AR	T = Termination of lease <u>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</u>

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Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI026	<p>Leases – Tenants</p> <p>Records relating to the overall management of Library owned properties and buildings which includes renting or leasing Library space to tenants, administering the landlord/tenant relationship, and arranging to conduct repairs and upgrades as required for the benefit of the tenants. May include information on evictions, terminations of leases, available parking spaces, fire and safety code compliance, and negotiating rental payments and lease conditions with prospective and current tenants. Documents may include lease reports, leases, copies of insurance certificates, rental agreements, copies of deeds and all supporting correspondence.</p>	Director, Finance and Treasurer responsible for <u>finance</u>	T	20	T + 20	DAR	<p>T = Termination of lease</p> <p><u>Legislation/Regulation: Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place</u></p>
FI027	<p>Legal Opinions</p> <p>Professional advice from counsel with respect to any matter.</p>	City Librarian/ Directors	S	0	S	D	

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			A	I	Total	Disposition	
FI028	Litigation Record of legal action(s) involving the Library	City Librarian/ Directors	T	715	T + 157	DAR	<u>T = termination of litigation proceedings</u> <u>Legislation/Regulation: Limitations Act, S.O. 2002, c. 24, Sched. B., s. 15 (2) - No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place</u>
FI029	Month End Reports (Operating and Capital) Records relating to the management of month end reports. May include copies of quarterly operating and capital variance submission instructions from City, monthly and quarterly operating variance reports, expenditure forecasts, salary analysis, and reports tracking expenditures for the capital budget.	Director, Finance and Treasurer <u>responsible for finance</u>	C + 2	0	C + 2	D	

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			A	I	Total	Disposition	
FI030	Operating Budget Records relating to the management of the operating budget account. May include copies of budget process procedures, directives, City reports, and approved budget.	Director, Finance and Treasurer responsible for <u>finance</u>	C + 2	5	C + 7	D	<u>Legislation/Regulation:</u> <u>City of Toronto Act, S.O. 2006 c.11, Sched. A (last amendment:</u> <u>2009, c.33, Sched. 26, s.1), s. 228 The City shall in the year or the immediately preceding year prepare and adopt a budget including estimates of all sums required during the year for the purposes of the City.</u>
FI031	Payable Registers Payable paper invoices related to documents in financial system.	Director, Finance and Treasurer responsible for <u>finance</u>	C + 1	6	C + 7	D	<u>Legislation/Regulation:</u> <u>Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 - Records and books of account to determine tax payable, accounts and vouchers to verify information to be kept six years from end of last year to which they relate</u>

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			A	I	Total	Disposition	
FI032	<p>Payroll – Pay Period Processing</p> <p>Records related to the administration and processing of employee salary and expense payments during regularly scheduled pay periods. Includes documentation used to generate payroll and override deductions. Documents may include payroll registers, detailed payroll journal vouchers, employee expense reports and payroll adjustment reports.</p>	<p>Director, Finance and Treasurer responsible for <u>finance</u></p>	<u>C+2</u>	675	<u>C + 67</u>	D	<p><u>Personal Information Bank</u></p> <p><u>Legislation/Regulation:</u> <u>Employment Insurance Act (Canada), 1996, c. 23, s. 87 - Records, books of account to determine premiums, accounts and voucher to verify information to be kept six years from which records kept.</u> <u>Employment Standards Act, S.O. 2000, c.41, s. 15(5) - records to be kept three years after the employee ceased to be employed.</u></p>
FI033	<p>Petty Cash</p> <p>Records relating to the management of petty cash. May include petty cash account reconciliation for reimbursement, receipts.</p>	<p>Director, Finance and Treasurer responsible for <u>finance</u></p>	C + 2	5	C + 7	D	<p><u>Legislation/Regulation:</u> <u>Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 - Records and books of account to determine tax payable, accounts and vouchers to verify information to be kept six years from end of last year to which they relate</u></p>

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			A	I	Total	Disposition	
FI034	<p>Purchase Orders – Confirmation of Library Materials Orders</p> <p>Electronic records that confirm that orders for Library materials have been placed.</p>	<p>Director, Information Technology and Services Collections Management City Wide Services responsible for <u>collections management</u></p>	T	T+3	T +3	D	T = receipt or cancellation of order
FI035	<p>Purchasing of Goods and Services</p> <p>Records relating to the procurement and acquisition of goods and services from external contractors and vendors. Includes purchase orders and purchase requisitions</p>	<p>Director, Finance and Treasurer responsible for <u>finance</u></p>	C + 12	35	C + 457	D	<p><u>Legislation/Regulation: Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 - Records and books of account to determine tax payable, accounts and vouchers to verify information to be kept six years from end of last year to which they relate</u></p>

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI036	Request for Proposal (RFP), Information (RFI), Quotation (RFQ) Records related to request for proposals, information or quotation that are made to the business community to bid on contract work for the Library. May include pre-qualification application form, RFP, proposals from consultants, tender, security. Also includes successful responses to RFPs, RFIs and RFQs made from the business community.	Director, Finance and Treasurer <u>responsible for finance</u>	T	7	T + 7	D	T = completion of work requested <u>Legislation/Regulation: Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 - Records and books of account to determine tax payable, accounts and vouchers to verify information to be kept six years from end of last year to which they relate</u>
FI037	Requests for proposal (RFP, Information (RFI), Quotation (RFQ – Unsuccessful Responses) Unsuccessful responses to requests for proposal (RFP), information (RFI), quotation (RFQ)	Director, Finance and Treasurer <u>responsible for finance</u>	C	02	<u>C+2</u>	D	<u>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</u>

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI038	<p>Trademarks and Official Marks</p> <p>Records relating to the Library's trademarks and official marks, which are words and/or symbols that identify, and are associated with the Library's services. The Library's trademarks are unique from those belonging to any other organization and may include the Library's logos and other visual identifiers. May include information on trademark availability, registration and infringement. Documents may include completed applications for trademark registration, lists and indexes, descriptions of trademarks, trademark uses criteria and supporting correspondence as well as copies of documents relating to trademarks held by the City on the Library's behalf.</p>	Director, Finance and Treasurer City Librarian/Directors	T	3	T + 3	DP/AR	<p><u>T = expiration of trademark</u></p> <p><u>Legislation/Regulation: Trade-marks Act (Canada), R.S.C. 1985, c.T-13, s.30</u></p>
FI039	<p>Trial Balance Reports</p> <p>Records related to general ledger accounts, both accounts receivable and accounts payable.</p>	Director, Finance and Treasurer responsible for finance	C + 2	5	C + 7	D	<p><u>Legislation/Regulation: Income Tax Act (Canada), R.S.C. 1985, c. 1 (5th Supp.), s. 230 - Records and books of account to determine tax payable, accounts and vouchers to verify information to be kept six years from end of last year to which they relate</u></p>

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			A	I	Total	Disposition	
FI040	Vendors and Consultants Records relating to product information from external vendors, including software vendors. Documents may include brochures, catalogues, announcements, price lists and supporting correspondence.	Directors	C ++	+ 0	C ++	D	
FI041	Write-Offs Records relating to the dismissal of unpaid debts owed to the Library as uncollectable. May include invoices and correspondence	Director; Finance and Treasurer <u>responsible for</u> <u>finance</u>	T	7	T + 7	D	T = termination of collection process Personal Information Bank

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	Functional Category: Human Resources						
	Description: Records relating to the function of managing employees within the Library Library						
HR001	<p>Benefits – Administration</p> <p>General benefit administrative records including benefit announcements regarding various benefits available to various types of staff such as dental, medical, group life insurance, retirement (OMERS), educational leave, employee funded leave plan, parental leave, unpaid general leave. Includes correspondence with benefit providers. Does not include any individual employee benefit information</p>	Director, Human Resources <u>responsible for human resources</u>	C+2S	≥18	S+ ≥C+20	DP	
HR002	<p>Benefits -- Enrolment</p> <p>Records related to the various benefits selected by staff such as dental, medical, group life insurance, retirement (OMERS), educational leave, employee funded leave plan, parental leave, unpaid general leave. Includes completed enrolment forms.</p>	Director, Human Resources <u>responsible for human resources</u>	T	72	T + 72	D	<p>T = death of employee <u>or surviving spouse (if spousal benefits available)</u></p> <p><u>Personal Information Bank</u></p> <p><u>Legislation/Regulation:</u> <u>Canada Pension Plan, R.S.C. 1985, c. C-8, s. 24 – Records, books of account to determine contributions, accounts and vouchers to verify information to be kept six years from end of year for which records kept.</u></p>

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Code	Records Title	Originating Office	Retention				Disposition	Comments/Legislation
			A	I	Total			
<u>HR003</u>	Claims – Long Term Disability Original long term disability application, payment record, Life/OMERS waive claim, correspondence.	Director, Human Resources <u>responsible for</u> <u>human</u> <u>resources</u>	T + 67	70	T + 67	DAR	T = settlement of claim <u>death of employee</u> <u>Personal Information Bank</u> <u>Legislation/Regulation:</u> <u>Workplace Safety and Insurance Act, 1997, R.R.O. 1990, Reg. 1101, First Aid Requirements, s. 5 Every employer shall keep a record of all circumstances respecting an accident as described by the injured worker, the date and time of its occurrence, the names of witnesses, the nature and exact location of the injuries to the worker and the date, time and nature of each first aid treatment given</u>	
<u>HR004</u>	Competitions Records relating to all types of competitions. Includes job posting, internal application form, external application form, staff request form, Library rating levels, interview questions, summer interview packages, applicant assessment form, reference check form.	Director, Human Resources <u>responsible for</u> <u>human</u> <u>resources</u>	T+1	156	T+26	D	<u>Personal Information Bank</u> <u>Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56, s. 30(4) (last amendment: 2007, c. 13), s. 45 -Dispose of personal information under the control of the institution in accordance with the regulations.</u>	

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			A	I	Total	Disposition	
HR005	<p>Contact Lists</p> <p>Records relating to contact information for employees including personal information such as home phone numbers and addresses, in case of emergency. Includes documents indicating part-time staff who are willing to work unscheduled hours as well as printed telephone directories.</p>	City Librarian/ Directors	S	0	S	D	Personal Information Bank
HR006	<p>Employee Files</p> <p>Includes attendance report, payroll information, performance evaluations, employee action plans, job applications, personal information, correspondence.</p>	Director, Human Resources responsible for human resources	T	7	T + 7	D	T = termination of employment Personal Information Bank

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			A	I	Total	Disposition	
<u>HR007</u>	Employee Files – Medical Information about an employee’s work-related medical conditions (e.g. injuries sustained, whether he/she can return to regular work duties, physician’s notes). <u>Includes accommodation plans.</u>	Director, Human Resources <u>responsible for human resources</u>	T+ 720	200	T + 720	D	T = termination of employment <u>Personal Information Bank</u> <u>Legislation/Regulation: Occupational Health and Safety Act, R.S.O. 1990, c. O.1, clause 26(1)(d)(h) – (d) accurately keep and maintain and make available to the worker affected such records of the exposure of a worker to biological, chemical or physical agents - (h) establish a medical surveillance program for the benefit of workers. Occupational Health and Safety Act Regulation (Designated Substances) R.R.O. 1990, Regs. 835, 836, 837, 839, 840, 841, 842, 843, 844, 845, 846, ss15(1)(a)(b) – (a) the period of forty years from the time such records were first made; (b) the period of twenty years from the time the last of such records were made.</u>

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			A	I	Total			
<u>HR008</u>	<p>Employee Payroll Files</p> <p>Records relating to individual employees' pay history profiles. Includes information on rates of pay, hours of work, pay rate changes, and elected and mandatory deductions for each employee. Documents include payroll notifications of newly hired staff, completed federal record of employment forms, pension quotes, tax credit returns and employee separation notifications.</p>	<p>Director, Finance and Treasurer responsible for <u>finance</u></p>	<u>€T</u>	<u>67</u>	<u>€+6T +7</u>	D	<p><u>T = death of employee</u></p> <p><u>Personal Information Bank</u></p> <p><u>Employer Health Tax Act, R.S.O. 1990, c. E.11 ss 12(4) - records, books of account shall, until permission for their disposal is given by the Minister, retain each such record and book of account and every primary source document required to support and verify the entries and information in records and books of account.</u></p> <p><u>Employment Insurance Act (Canada), 1996, c. 23, s 87 - Records, books of account to determine premiums, accounts and voucher to verify information to be kept six years from which records kept.</u></p> <p><u>Employment Standards Act, S.O. 2000, c.41, ss 15(5) - records to be kept three years after the employee ceased to be employed.</u></p>	

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HR009	Employee Uniforms Records relating to the purchase of special, safety, protective, and required clothing and footwear for Library employees. Documents may include clothing specification sheets, order tracking reports, complaints, copies of purchase orders, copies of invoices and correspondence.	Director, Finance and Treasurer <u>responsible for facilities management</u>	C + 1	1	C + 2	D	
HR010	Employees – Inactive – Sunday Hires Employee files of inactive Sunday hires includes resume, application form, tax information, employee status form, pay adjustments.	Director, Human Resources <u>responsible for human resources</u>	C + 1	65	C + 76	D	Personal Information Bank
HR011	Employees- Performance Appraisals – Administration Records relating to the administration of employee performance appraisals including annual and monthly reports of when the appraisals will take place.	Director <u>responsible for human resources</u> ; Human Resources	C + 3	0	C + 3	D	
HR012	Employee Scheduling Records related to specific employee scheduling, such as vacation requests, lieu time, sick days and other allotments. Does not include hours of work forms.	City Librarian/ Directors	<u>C</u>	<u>10</u>	<u>C+1</u>	<u>D</u>	

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<u>HR013</u>	Grievances Records relating to grievances including decisions rendered.	Director, Human Resources <u>responsible for human resources</u>	T	621	T + 621	PAR	T = settlement-resolution of grievance <u>Personal Information Bank</u> <u>Legislation/Regulation: Occupational Health and Safety Act, R.S.O. 1990, c. O.1 (last amendment: 2009, c. 33, Sched. 20, s. 3), s. 49(2) A complaint must be filed not later than 30 days after the event to which the complaint relates. Limitations Act, S.O. 2002, c. 24, Sched. B, s. 15(2) No proceeding shall be commenced in respect of any claim after the 15th anniversary of the day on which the act or omission on which the claim is based took place.</u>

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<u>HR014</u>	<u>Health and Safety – Operational Issues</u> <u>Includes information on the receipt and processing of complaints and associated topical issues concerning occupational health and safety. Documents include completed workplace inspection forms, complaint and investigative notices, health and safety reference materials, workplace hazards corrective reports, workplace violence hazard assessments, and all supporting correspondence..</u>	<u>Director, Human Resources responsible for human resources</u>	<u>SC+9</u>	<u>67</u>	<u>SC+16</u>	<u>AR</u>	<u>Occupational Health and Safety Act, R.S.O. 1990, c. O.1, s. 9</u> <u>Joint health and safety committee, certifications, recommendations, responses, minutes, scheduled, inspections, inspection reports. s.26 Records of handling, storage, use and disposal of agents, records of exposure of workers; records of monitoring levels in workplace.</u> <u>Workplace Safety and Insurance Act, 1997 Every employer shall keep a record of all circumstances respecting an accident as described by the injured worker, the date and time of its occurrence, the names of witnesses, the nature and exact location of the injuries to the worker and the date, time and nature of each first aid treatment given</u>

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<u>HR015</u>	<p>Health and Safety – <u>Physical Plant</u></p> <p>Records relating to issues including workplace ventilation, temperature control, lighting, equipment, protective clothing, chemicals, hygiene, maintenance and inspection processes, samples testing and analysis, and smoking in the workplace. <u>Includes</u> Includes information on the receipt and processing of complaints; associated topical issues concerned occupational health and safety; and workplace inspection reporting concerning the identification of chemical, physical, and biological hazards and the necessary corrective actions. <u>Documents include</u> Workplace Hazardous Material Information System (WHMIS) Material Safety Data Sheets (MSDS), completed workplace inspection forms, complaint and investigative notices, health and safety reference materials, workplace hazards corrective reports, and all supporting correspondence, fire drills, fire safety plans, air quality reports, needle disposal instructions, water quality testing.</p>	<p>Director, Finance and Treasurer<u>Information Technology Facilities</u> <u>responsible for facilities management</u></p>	C + 12	5	C + 76	<u>DAR</u>	
<u>HR016</u>	<p>Hours of Work</p> <p>Records relating to the administration of hours of work. Includes directives, standards, guidelines and forms on work schedules, flex time, overtime, early closing, time off for special occasions (e.g. voting).</p>	<p>Director, <u>Human Resources</u> <u>responsible for human resources</u></p>	S + 2	0	S + 2	<u>DAR</u>	

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HR017	Job Applications – Unsolicited Completed job applications from external candidates for all job classes excluding pages.	Director, Human Resources	6M	0	6M	D	Personal Information Bank Legislation/Regulation: Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56, s. 30 -Dispose of personal information under the control of the institution accordance with the regulations.
	Job Applications – Unsolicited – Page Completed job applications from external candidates for the position of page.	Directors	6M	0	6M	D	
HR018	Job Descriptions Position descriptions.	Director, Human Resources <u>responsible for human resources</u>	S + 6	0	S + 6 5	D AR	
HR019	Job Evaluation Records relating to job evaluation, including review questionnaires from the City.	Director, Human Resources <u>responsible for human resources</u>	S + 2	0	S + 2	D AR	

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			A	I	Total	Disposition	
HR020	<p>Job Postings</p> <p>Job descriptions for job advertised, internally and externally for all job categories including temporary, full time, part time, plus location pay rate, job summaries, duties.</p>	Director, Human Resources responsible for <u>human resources</u>	C	2	C + 2	D	
HR021	<p>Labour Relations Administration</p> <p>Records relating to the relationship between management and employees' union. Includes the use of employer's facilities for union meetings, union dues, appointments of shop stewards, provision and use of union bulletin boards.</p>	Director, Human Resources responsible for <u>human resources</u>	C+2	518	C+720	PAR	
HR022	<p>Pay Equity</p> <p>Records relating to the evaluation of job postings by comparing duties, skills, and responsibilities of similar positions. The objective is to ensure equal pay for work of equal value. Documents may include background information, meetings, reports, rulings, history of previous rulings, classification ratings, job evaluation information action plans, and information about designated worker groups.</p>	Director, Human Resources responsible for <u>human resources</u>	S	7	S + 7	PAR	<u>Legislation/Regulation: Pay Equity Act, R.S.O. 1990, c. P.7, s. 13 - Pay equity plans be prepared to provide equity in each establishment and for job classes to which the plan applies.</u>

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			A	I	Total	Disposition	
<u>HR023</u>	<u>Record of Training</u> <u>Records relating to the registration of employee training, including training, certification and qualifications for equipment operation, hazardous material handling and emergency procedures, technical and machine training, and all other related documentation and correspondence.</u>	<u>Directors responsible for human resources and for training administration</u>	<u>T</u>	<u>7</u>	<u>T+7</u>	<u>D</u>	<u>T = termination of employment</u> <u>Legislation/Regulation: Occupational Health and Safety Act, R.S.O. 1990, c. O.1, s 25. Maintain record of participant (employee) training on technical and hard skills. Occupational Health and Safety Act, R.S.O. 1990, c. O.1, s 54 (materials concerning content, frequency and manner of instruction of any training program). Current (for employment duration of employee) + 1 active + 4 inactive</u>
<u>HR024</u>	Salaries and Pay Rates Records relating to salaries and pay rates administration including directives and guidelines on rates of pay, deductions, salary groups and steps.	Director, Human Resources <u>responsible for human resources</u>	S-C + <u>762</u>	<u>40</u>	S-C + <u>76</u>	<u>ARP</u>	
<u>HR025</u>	Seniority Lists List of all employees by seniority as well as list that reflect the status of union staff.	Director, Human Resources <u>responsible for human resources</u>	S	0	S	<u>PAR</u>	

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HR026	Staff Complement Lists Records of staffing establishments.	Director, Human Resources responsible for human resources	C + 2	25	C + 427	DAR	
HR027	Training Records relating to the administration of training programs offered within the Library including plans, reports, budget requirements, schedules of training taken internally such as Children's and Youth Services, electronic services, e-mail, circulation, cataloguing, acquisitions system/module use. May include lists of available or previously offered training, presentation material.	Director, Policy, Planning, Policy and City Wide Services Service Delivery responsible for training administration	SC+2	264	S+2C +6	DAR	
HR028	Training – Participants' Lists Records of completed training courses by employees for internal and external courses including conferences, seminars and workshops. <u>Includes completed request form to attend external conference/training.</u>	Director, Policy, Planning, Policy and City Wide Services Service Delivery responsible for training administration	C	5	C + 5	D	

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<u>HR029</u>	<p>Union Collective Agreement</p> <p>Records relating to collective agreement. Includes collective agreement, letters of understanding, interpretations, bargaining proposals, negotiation proceedings and correspondence.</p>	<p>Director, <u>Human Resources</u> responsible for <u>human resources</u></p>	<u>S-T</u>	<u>2105</u>	<u>S-T+2105</u>	<u>PAR</u>	<p>T = resolution or settlement of <u>easement ratification</u></p> <p><u>Legislation/Regulations:</u> <u>Labour Relations Act, 1995, c. 1, Sched. A, amended as 2006, c. 35, Sched. C, s. 57, s90,91 - Collective agreements to be filed.</u> <u>Labour Relations Act Regulation (General), O. Reg. 94/7 amended as O. Reg. 259/07, ss1(2) - A record of all awards filed shall be maintained</u></p>
<u>HR030</u>	<p>Volunteers</p> <p>Records relating to information about volunteers involved in various programs including but not limited to Friends of the Arthur Conan Doyle, Merril, Osborne and Lillian H. Smith Collections, Friends of the Toronto Public Library and its chapters, Adult Literacy, Reading and Homework Help for Teens, Mobile Library Services deposit collections, Youth Homework Club, Kids@Computers, <u>RAMP, Reading Buddies - Leading to Reading,</u> and Youth Advisory Groups. Records include Police Records Check-</p>	<p>Director, <u>Policy, Planning and City-Wide Services</u> <u>Collecti ons</u> <u>Management</u> <u>City-Wide Services</u> responsible for <u>City-Wide Services</u></p>	T	3	T + 3	D	<p>T = end of volunteer work</p> <p><u>Personal Information Bank</u></p>
<u>HR031</u>	<p><u>Volunteers – Police Reference Check</u></p> <p><u>Police reference checks of Library volunteers. Includes reference checks for unsuccessful applicants.</u></p>	<p>Director responsible for <u>City-Wide Services</u></p>	<u>C+31</u>	<u>43</u>	<u>C+4</u>	<u>D</u>	<u>Personal Information Bank</u>

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HR032	<u>Volunteer Applications – Unsuccessful</u> <u>Records related to unsuccessful completed applications for volunteer positions at the Library. Note: successful volunteer application records are retained under the records series <i>Volunteers</i></u>	<u>Director responsible for City-Wide Services</u>	<u>6M</u>	<u>0</u>	<u>6M</u>	<u>D</u>	<u>Personal Information Bank</u>
HR033	Wage Harmonization Records related to the wage harmonization administration process. May include copies of formulas, forms, presentations. Does not include individual employee information.	Director, Human Resources <u>responsible for human resources</u>	S	0	S	P	
HR034	Workplace Hazardous Materials Information System (WHMIS) Examinations) Completed WHMIS examinations.	City Librarian/ Directors	C	0	C	D	

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<u>HR035</u>	<p>Workplace Safety and Insurance – Appeals – Activity Logs</p> <p>Includes records used to track the status of appeals to Workplace Safety and Insurance Board (WSIB) and Workplace Safety and Insurance Appeals Tribunal (WSIAT).</p>	<p>Director, <u>Human Resources</u> responsible for <u>human resources</u></p>	<u>ST</u>	<u>07</u>	<u>ST + 7</u>	D	<p><u>T = death of employee</u></p> <p><u>Legislation/Regulation: Workplace Safety and Insurance Act, 1997, R.R.O. 1990, Reg. 1101, First Aid Requirements, s. 5 Every employer shall keep a record of all circumstances respecting an accident as described by the injured worker, the date and time of its occurrence, the names of witnesses, the nature and exact location of the injuries to the worker and the date, time and nature of each first aid treatment given.</u></p>

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			A	I	Total	Disposition	
<u>HR036</u>	<p>Workplace Safety and Insurance Board (WSIB) – Appeals</p> <p>Tribunal case records which include all documents related to the person who is appealing, such as doctors’ notes, telephone conversations, return to work information, Form 6, 7, 9; letters between all parties, union or lawyer correspondence as well as final decisions made by the Workers Safety and Insurance Board and appeals to the Tribunal.</p>	<p>Director, Human Resources responsible for <u>human resources</u></p>	T	67	T + 67	D	<p>T = termination of appeal<u>death of employee</u></p> <p><u>Personal Information Bank</u></p> <p><u>Legislation/Regulation: Workplace Safety and Insurance Act, 1997, R.R.O. 1990, Reg. 1101, First Aid Requirements, s. 5 Every employer shall keep a record of all circumstances respecting an accident as described by the injured worker, the date and time of its occurrence, the names of witnesses, the nature and exact location of the injuries to the worker and the date, time and nature of each first aid treatment given.</u></p>

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<u>HR037</u>	<p>Workplace Safety and Insurance board (WSIB) – Claims</p> <p>Records relate to staff claims for injury. Includes doctor’s certification, WSIB form, witness report – account of witness in support for a WSIB claim. Includes records used to monitor and track progress of claims and medical condition throughout the claim lifespan.</p>	<p>Director, Human Resources responsible for <u>human</u> <u>resources</u></p>	S + I <u>T</u>	5 <u>7</u>	S + 6 <u>T</u> + <u>7</u>	D	<p><u>T = death of employee</u></p> <p><u>Personal Information Bank</u></p> <p><u>Legislation/Regulation:</u> <u>Workplace Safety and</u> <u>Insurance Act, 1997, R.R.O.</u> <u>1990, Reg. 1101, First Aid</u> <u>Requirements, s. 5 Every</u> <u>employer shall keep a record of</u> <u>all circumstances respecting an</u> <u>accident as described by the</u> <u>injured worker, the date and</u> <u>time of its occurrence, the</u> <u>names of witnesses, the nature</u> <u>and exact location of the</u> <u>injuries to the worker and the</u> <u>date, time and nature of each</u> <u>first aid treatment given.</u></p>

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			A	I	Total			
<u>HR038</u>	Workplace Safety and Insurance Board (WSIB) – Claims – Cost Statements List of Employees Workplace Safety and Insurance Board (WSIB) recipients/claims, cost statements.	Director, Human Resources responsible for <u>human resources</u>	C + <u>2T</u>	<u>57</u>	C <u>T</u> + 7	D	<u>T = death of employee</u> <u>Personal Information Bank</u> <u>Legislation/Regulation: Workplace Safety and Insurance Act, 1997, R.R.O. 1990, Reg. 1101, First Aid Requirements, s. 5 Every employer shall keep a record of all circumstances respecting an accident as described by the injured worker, the date and time of its occurrence, the names of witnesses, the nature and exact location of the injuries to the worker and the date, time and nature of each first aid treatment given.</u>	

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	<p>Functional Category: Information Technology</p> <p>Description: Records relating to the function of providing information technology support. Includes the design, development, installation, implementation, maintenance, and control of Library information systems, applications, hardware (including peripherals) and networks. Also includes internal Information Technology training.</p>						
IT001	<p>Bookings – Personal Computers</p> <p>Records relating to the booking of personal computers (PCs).</p>	<p>Director, Information Technology and Bibliographic Services Facilities responsible for information technology</p>	C + 1	1	C + 2	D	Personal Information Bank
IT002	<p>Computer Application Software</p> <p>Records related to the implementation, administration and operations of computer application software, including contract administration.</p>	<p>Director, Information Technology and Facilities Bibliographic Services responsible for information technology</p>	S	7	S + 7	D	

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<u>IT003</u>	Computer Databases Records related to the implementation, administration and operations of computer databases.	Director, Information Technology and Facilities Bibliographic Services responsible for <u>information technology</u>	S	7	S + 7	D	
	Computer Hardware Records relating to the installation and maintenance of computer hardware including laptop computers, personal computers, network hardware and peripheral hardware. May include information on hardware replacements, specifications, and capacity planning. Documents include copies of purchase orders, copies of license agreements, hardware manuals, requests for installation and maintenance and hardware inventories.	Director, Information Technology and Facilities Bibliographic Services	S	3	S + 3	D	

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<u>IT004</u>	<p>Computer Infrastructure</p> <p>Records relating to the <u>installation, implementation, administration and maintenance of computer hardware and infrastructure including laptop computers, personal computers, telecommunications equipment and systems, network hardware, servers, wireless services, backup and storage, operating systems, peripheral hardware, and infrastructure management software. May include information on hardware replacements, specifications, and capacity planning. Includes information on telephone, voice mail, fax, pager, cell phone systems and process, and statistics for rationalizing or viability of service. Documents include copies of purchase orders, copies of license agreements, hardware manuals, requests for installation and maintenance and hardware inventories.</u>implementation, administration, maintenance and operations of computer infrastructure, including telecommunications equipment and systems, networks, servers, desktop equipment, wireless services, backup and storage, related operating systems, and the software used to manage this. Includes information on telephone, voice mail, fax, pager, cell phone systems and process, and statistics for rationalizing or viability of service.</p>	<p>Director, <u>Information Technology and Facilities</u> <u>Bibliographic Services</u> responsible for <u>information technology</u></p>	S	7	S + 7	D	

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<u>IT005</u>	Computer Systems Security Records relating to the security and confidentiality of the Library's online information resources. Includes information about computer security practices and tools. Documents may include access requests, computer monitoring reports, user identification and authorization lists.	Director, Information Technology and Facilities Bibliographic Services responsible for <u>information technology</u>	S	<u>27</u>	S + <u>27</u>	D	
	Information Technology Records relating to the administration and operations of the information technology function.	Director, Information Technology and Facilities Bibliographic Services	S	0	S	D	
<u>IT006</u>	<u>Log files – data extracts</u> <u>Reports drafted/created using information from the Library's Integrated Library System log files.</u>	Director, Information Technology and Facilities Bibliographic Services responsible for <u>information technology</u>	<u>7M</u>	<u>0</u>	<u>7M</u>	<u>D</u>	<u>Personal Information Bank</u>

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<u>IT007</u>	<p><u>Log files – depersonalized</u></p> <p><u>Aggregate records of transactions and activities within the Library’s Integrated Library System, and within other databases and software that are related to the Integrated Library System. Data is extracted from the log files for reporting purposes. These log files cannot be used to identify any customers.</u></p>	<p><u>Director responsible for information technology. Information Technology Facilities</u></p>	<u>C+2</u>	<u>0</u>	<u>C+2</u>	<u>D</u>	
<u>IT008</u>	<p><u>Log files – Integrated Library System</u></p> <p><u>Records of transactions and activities within the Library’s Integrated Library System, and within other databases and software that are related to the Integrated Library System. Data is extracted from the log files for reporting purposes.</u></p>	<p><u>Director, Information Technology Facilities responsible for information technology</u></p>	<u>C+2</u>	<u>0</u>	<u>C+2</u>	<u>D</u>	<u>Personal Information Bank</u>
<u>IT009</u>	<p>Statistics – Production/Activity/Service – Information Technology and Facilities and Bibliographic Services</p> <p>Records relating to statistics gathered from different activities and services of the Information Technology and Bibliographic Services Departments <u>Facilities Department.</u></p>	<p><u>Director, Information Technology and FacilitiesBibliographic Services responsible for information technology</u></p>	<u>C + 1</u>	<u>1</u>	<u>C + 2</u>	<u>D</u>	

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	<p>Telecommunications and Electronic Communications Systems</p> <p>Records relating to the installation, maintenance operation, and use of telecommunications equipment and systems. Includes information on telephone, voice mail, fax pager, cell phone systems and process. May also include statistics for rationalizing or viability of service. Does not include documents related to computer networks/services.</p>	<p>Director, Finance and Treasurer</p>	C	7	C+7	D	
<u>IT010</u>	<p>Work Orders – Information Technology</p> <p>Records relating to the creation and processing of work orders issued to Library employees indicating required tasks to be performed on Library – Information Technology systems. Includes requests for equipment.</p>	<p>Director, Information Technology and Facilities <u>Bibliographic Services</u> responsible for <u>information technology</u></p>	C <u>T</u> + 2 <u>2</u>	45 <u>45</u>	C <u>T</u> + 67 <u>67</u>	D	T = <u>completion of work order</u>
	<p>Year 2000 (Y2K)</p> <p>Information Technology Risk management, contingency plans, Certifications regarding Year 2000. Does not include Y2K rollout forms – see Computer Hardware.</p>	<p>Director, Information Technology and Bibliographic Services</p>	T	6	T+6	D	T = termination of event, that is the year 2000

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	<p>Functional Category: Library Services and Programs</p> <p>Description: Records relating to the function of offering a variety of Library programs, events, and special services (other than special reference services) to Library users. Also include programs conducted with the assistance of or in partnership with the Library (e.g. ESL class, TD summer reading club), as well as the function of providing personal assistance to answer Library user's reference and research enquiries, helping them conduct research, searching for Library materials, and finding other related information.</p>						
LS001	<p>Art Exhibit Applications – Unsuccessful</p> <p>Records related to unsuccessful submissions for art exhibits.</p>	<p>Directors responsible for branch libraries and research and reference</p>	C+1	0	C+1	D	Personal Information Bank
LS002	<p>Bookings – Rooms</p> <p>Records relating to selecting and reserving the Library's facilities or rooms for meetings, instructional seminars, and other professional purposes. Includes facility, room and equipment availability schedules, facility, room, and equipment booking schedules, and customer information.</p>	<p>Director, Branch Libraries responsible for branch libraries</p>	C + 1	1	C + 2	D	<p>Personal Information Bank</p> <p>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</p>
	<p>Children and Youth Services</p> <p>Records related to the administration of the Children and Youth Services. May include reports, contact lists, and correspondence. Includes Leading to Reading, Ontario Works projects, Summer Reading Club.</p>	<p>Director, Branches</p>	C+2	0	C+2	D	

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LS003	<p>Conservation Records – Library Collection Artifacts</p> <p>Records that document the condition, provenance of the artifacts as well as the physical and chemical treatment of the Library’s special collection artifacts (i.e. books, maps, paintings, watercolours). <u>Includes preservation and conservation orders and relevant correspondence.</u></p>	<p>Director, Research and Reference Libraries responsible for research and reference</p>	P	0	P	P/AR	<p>Ontario Heritage Act, R.S.O. 1990, c. O.18, s. 27 - Register of designated properties</p>
LS004	<p>Contests <u>and Competitions</u></p> <p>Records relating to the administration of Library initiated contests including copies of publicity forms, purchase orders, <u>and entries</u>. Includes contests to promote reading and literacy such as bookmark contests, Young Voices, poetry.</p>	Directors	T	1	T + 1	D	<p>T = end of contest</p> <p>Personal Information Bank</p>
	<p>Contests—Entries</p> <p>Records relating to contest entries for Library all contests to promote reading and literacy such as bookmark contests, Young Voices, Summer Reading Club Writing</p>	Directors	C	0	C	D	

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<u>LS005</u>	<u>Customer Photography Consent Forms</u> Completed consent forms for customers to take photographs or have their photographs taken at Library facilities. Does not include photography consent forms for specific Library programs/services/events or by TPL photographers.	<u>Director, Branch Libraries and Director, Research Reference Libraries</u> responsible for branch libraries and research and reference	<u>C</u>	<u>1</u>	<u>C+1</u>	<u>D</u>	<u>Personal Information Bank</u>
<u>LS006</u>	External Events Support Records relating to the support provided by the Library for externally produced special events. Includes City of Toronto events as well as events of various Library associations (e.g. ALA/CLA conference, and vendor user group meetings). Support provided may include provision of meeting room space, speakers, information and consultation. Documents may include information packages, events lists and schedules, contact lists and supporting correspondence.	Directors	C + 2	184	C + 206	DAR	<u>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</u>
<u>LS007</u>	<u>Information Service Enquiries</u> <u>Records related to customer service enquiries addressed through Answerline or similar services</u>	<u>Director, Research Reference</u> responsible for research and reference	<u>T</u>	<u>1</u>	<u>T+1</u>	<u>D</u>	<u>T = resolution of customer service enquiry</u> <u>Personal Information Bank</u>

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			A	I	Total	Disposition	
<u>LS008</u>	Library Program Registration Records relating to individuals, including both adults and children, registering for various Library programs and services including in-house and off-site Library programs such as visits to schools. Documents include completed registration forms, copies of program descriptions, program attendance statistics.	Directors	C + <u>12</u>	0	C+ <u>12</u>	D	<u>Personal Information Bank</u>
	Library Services and Programs Records relating to the administration and development of system wide Library programs and services offered throughout the Library for children and adults including English Can Be Fun, SEPT (Settlement and Education Partnerships in Toronto); kindergarten outreach.	Director, Policy, Planning and City Wide Services	C+2	4	C+6	P	
<u>LS009</u>	<u>Library Services and Programs – Centrally Coordinated</u> <u>Records related to the administration, operation, and management of Library services and programs that are centrally coordinated or offered in partnership or co-sponsorship.</u>	<u>Directors</u>	<u>C+2</u>	<u>4</u>	<u>C+6</u>	<u>AR</u>	

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			A	I	Total	Disposition	
<u>LS010</u>	<u>Library Services and Programs – Locally Coordinated</u> <u>Records related to the administration, operation, and management of Library services and programs that are locally coordinated (i.e. offered at specific branches or not offered or promoted system-wide), including proctoring.</u>	<u>Director, Branch Libraries, Director, Research Reference Libraries, Director, Collections Management City-Wide Services responsible for branch libraries, research and reference, and City-Wide Services</u>	<u>T+1</u>	<u>0</u>	<u>T+1</u>	<u>D</u>	<u>T = termination of program or service</u>
<u>LS011</u>	Loans and Exhibits Records relating to the incoming/outgoing monitoring, and documenting of items loaned to organizations for a specific amount of time.	Director, <u>Research and Reference Libraries responsible for research and reference</u>	T	6	T + 6	<u>DP</u>	T = end of loan /exhibit <u>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</u>

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			A	I	Total	Disposition	
<u>LS012</u>	<u>Local Agreements</u> <u>Records related to agreements at branch levels, including those between performers, art exhibitors, and community groups</u>	<u>Director, Branch Libraries and Director, Research Reference Libraries</u> <u>responsible for branch libraries and research and reference</u>	<u>T</u>	<u>1</u>	<u>T + 1</u>	<u>AR</u>	<u>T = termination/fulfilment of agreement</u>
<u>LS013</u>	Mobile Library Services – Trips and Vehicles Records relating to the provision of Mobile Library Services. Include trip report, delivery schedule, and trip inspection report for vehicle circle checks. <u>Includes route list, including customer names and telephone numbers.</u>	<u>Director, Policy, Planning and City-Wide Services</u> <u>Collecti ons Management City-Wide Services</u> <u>responsible for City-Wide Services</u>	C	0	C	D	<u>Personal Information Bank-</u>

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			A	I	Total	Disposition	
	Programs—Partnership Records relating to programs conducted with the assistance of or in partnership with the Library. Assistance may include staff involvement in the schedule, registering and tracking of programs such as legal aid clinics, proctoring, citizenship. Includes City of Toronto initiated programs such as City Watch, waste reduction program, United Way. May include copies of agreements and contracts, correspondence.	City Librarian/ Directors	C+2	4	C+6	D	Propose eliminating series. See below for proposed changes
	Reference, Research, and Information Services— Administration Records relating to the administration and maintenance of the reference and research function.	Director, Research and Reference Libraries	S	0	S	D	
<u>LS014</u>	Reference/Research Enquiries Records relating to the answering—provision of research services, including methodology and results of questions and/or in depth research for the public in person, by phone, or by e-mail, or through Intellisearch or similar services.	Director, Research and Reference Libraries responsible for research and reference	C + 1	0	C+ 5	D	<u>Personal Information Bank</u>

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<u>LS015</u>	Statistics – Adult Literacy Records of mandated statistics submitted to the Ministry of Training, Colleges, and Universities (MTCU).	Director, Policy, Planning <u>Collect ions Management, and City-Wide Services responsible for City-Wide Services</u>	C	2	C + 2	D	
	Statistics—Production/Activity/Service—Research and Reference Records relating to research and reference statistics gathered from public service activities, including use of Canadian Health Information Services, Answerline statistics gathered from e-mail and phone logs, and items exhibited.	Director, Research and Reference Libraries	C+1	1	C+2	D	
	Statistics—Production/Activity/Service/Survey Weeks—Public Service Records relating to non-circulation statistics gathered from public service activities, including use of electronic services. Includes number of visits, information requests, in library use of materials and workstation users, gathered from branch surveys.	Director, Policy, Planning and City-Wide Services	C+2	5	C+7	P/AR	

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<u>LS016</u>	<p>Surveys – Customer (User and Non-users)</p> <p>Records relating to the system-wide <u>and local branch</u> surveys designed for Library users and non-users. Used to determine the satisfaction with services and areas for improvement. Documents include survey instruments and findings, <u>and include observation studies and seating sweep studies (manual counts of occupied seats)</u>.</p>	<p>Director, <u>Planning, Policy, and E- Service Delivery, Director, Branch Libraries, Director, Research & Reference Policy, Planning and City Wide Services</u> responsible for planning, branch libraries, and research and reference</p>	C + 2	10	C + 12	P	

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			A	I	Total	Disposition	
LS017	Surveys – External Records relating to completed survey submissions for external organizations/Library systems containing Library specific data. Includes Ministry of Culture’s Annual Survey of Public Libraries, and Public Library Data Survey (PLDS).	City Librarian’s Office and Director, Planning, Policy, E-Service Delivery Policy, Planning, and City Wide Services City Librarian and Director responsible for planning	C + 10	0	C + 10	P	
LS018	Surveys – Internal Records relating to surveys conducted for internal assessment of the services the Library provides. Includes subjects such as content of collection, preservation needs, services and programs online resources, training needs.	Director, Planning, Policy, E-Service Delivery Director responsible for planning	C + 2	0	C + 2	D	
LS019	Surveys – Raw Data Detailed statistics related, but not limited to Library visits, information requests, electronic users and in-Library use of materials gathered for surveys, including weekly surveys conducted quarterly.	Director, Planning, Policy, E-Service Delivery Director responsible for planning	C	2	C + 2	D	Personal Information Bank

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<u>LS020</u>	<u>Volunteer Manual</u> <u>Records comprising the manual of information for volunteer services</u>	<u>Director,</u> <u>Collections</u> <u>Management</u> <u>City-Wide</u> <u>Services</u> <u>responsible for</u> <u>City-Wide</u> <u>Services</u>	<u>S</u>	<u>0</u>	<u>S</u>	<u>D</u>	

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	<p>Functional Category: Marketing and Communications Communications, Programming, and Customer Engagement</p> <p>Description: Records relating to the management of the Library marketing and formal communications, including press releases, media releases, promotional advertising and events, speeches, and internal/external publications.</p>						
<u>CE001</u>	<u>Co-Created Content</u> <u>Content and media that is created in partnership between the Library and an external body.</u>	<u>Directors</u>	<u>T</u>	<u>3</u>	<u>T+3</u>	<u>AR</u>	<u>T = completion of project</u>
<u>CE002</u>	<u>Customer Contributed Content</u> <u>Online content created by customers and hosted by the Library</u>	<u>Directors</u>	<u>T</u>	<u>0</u>	<u>T</u>	<u>AR</u>	<u>T = content no longer relevant or superseded by new content</u> <u>Personal Information Bank</u>
<u>CE003</u>	Promotion, Advertising, Collateral and Merchandise <u>Customer Engagement</u> Records relating to advertising and promotional work, and other customer engagement services used to foster education and awareness of Library programs and services. <u>Includes collateral, advertisements, publications, and completed design projects.</u> Documents may include action plans, marketing statistics, and correspondence.	Director, Communications, Programming, and Customer Engagement <u>responsible for customer engagement</u> Director, Marketing and Communication	<u>C + 2</u>	<u>0</u>	<u>C + 2</u>	<u>PAR</u>	

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<u>CE004</u>	<u>Customer Submissions and Testimonials</u> <u>Submissions of materials for promotional or engagement purposes, and testimonials received from customers</u>	<u>Directors</u>	<u>T</u>	<u>1</u>	<u>T+1</u>	<u>D</u>	<u>T = use of submission/testimonial, or withdrawal of customer consent to retain/use submission/testimonial</u> <u>Personal Information Bank</u>
<u>CE005</u>	<u>Display and Distribution of Materials</u> <u>Records related to the display and distribution of materials in Library facilities. May include appeals from individuals who wish to display/distribute materials.</u>	<u>Director,</u> <u>Communications,</u> <u>Programming,</u> <u>and Customer</u> <u>Engagement</u> <u>responsible for</u> <u>customer</u> <u>engagementcom</u> <u>munications</u>	<u>T</u>	<u>2</u>	<u>T+2</u>	<u>D</u>	<u>T = termination of agreement or appeal</u>
<u>CE006</u>	<u>Dockets – Artwork – Non-recurring</u> <u>Non-recurring pRecords related to artwork project information, including records related to design of products, distribution instructions, design briefs, publications, brochures, newsletter, ads, sample of letter size, fonts, paper types. Does not include finished products.</u>	<u>Director,</u> <u>Communications</u> <u>, Programming,</u> <u>and Customer</u> <u>Engagement</u> <u>responsible for</u> <u>communications</u> <u>Director,</u> <u>Marketing and</u> <u>Communication</u>	<u>C++T</u>	<u>0</u>	<u>C++T</u>	<u>ÐAR</u>	<u>T = completion of project</u>

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			A	I	Total	Disposition	
	Dockets—Artwork—Recurring Recurring—project—information,—distribution instructions, design briefs, publications, brochures; newsletter, ads, business cards, sample of letter size, fonts, paper types.	Director, Marketing and Communication	S	0	S	D	
<u>CE007</u>	<u>Dockets – Artwork – Administration</u> <u>Records relating to the administration and management of docketts, both recurring and non-recurring.</u>	<u>Director, Communications, Programming, and Customer Engagement responsible for communications</u>	<u>C</u>	<u>2</u>	<u>C+2</u>	<u>D</u>	
<u>CE008</u>	<u>Hosted Online Content</u> <u>Online content hosted by external third parties</u>	<u>Directors</u>	<u>T</u>	<u>0</u>	<u>T</u>	<u>D</u>	<u>T = service no longer available or record can no longer be retrieved by the service</u>
<u>CE009</u>	<u>Image Library</u> <u>Images and photographs used by the Library in preparation of other records such as reports, presentations, publications, etc. Does not include images created as Image Orders by Digitization Department, except where image is to be used by staff in the preparation of other records, as described above.</u>	<u>Directors</u>	<u>T</u>	<u>0</u>	<u>T</u>	<u>AR</u>	<u>T = termination of useful life of image.</u>

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<u>CE010</u>	Media (Press) Clippings – General Interest Clippings as well as daily listings from newspapers of general interest to the Library.	Director, Communications Programming, and Customer Engagement Director, Marketing and Communication responsible for communications	C + 2	0	C + 2	PAR	
<u>CE011</u>	Media (Press) Clippings – <u>Library-focused</u> Clippings from media as well as daily listing from newspapers that have any references to the <u>Library</u> and its programs.	Director, Communications Programming, and Customer Engagement responsible for communications Director, Marketing and Communication	C + 2	0	C + 2	<u>PAR</u>	
	Media Relations Records relating to media pitches, including media contact lists. May also include correspondence with media.	Director, Marketing and Communication	C + 2	0	C + 2	D	

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	Press Releases and Official Statements Records of media releases, official statements, backgrounders and announcements by the Library.	Director, Communications, Programming, and Customer Engagement Director, Marketing and Communication	C+2	0	C+2	P	
<u>CE012</u>	<u>Photography Consent/Release Forms</u> <u>Completed consent/release forms that allow the Library to take and use photographs/recordings of identifiable individuals.</u>	<u>Directors responsible for customer engagement, branch libraries, and research and reference</u>	<u>T</u>	<u>2</u>	<u>T+2</u>	<u>D</u>	<u>T = retention of the image</u> <u>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</u>
<u>CE013</u>	<u>Stakeholder Relations</u> <u>Records related to official Library communications with internal and external stakeholders. Includes records related to media pitches, including media contact lists. May also include correspondence with media and other stakeholders. Includes briefing notes, media releases, official statements, backgrounders, announcements, FAQs on specific issues and presentations.</u>	<u>City Librarian/ Directors</u>	<u>T+2</u>	<u>64</u>	<u>T+6</u>	<u>AR</u>	<u>T = resolution of matter/issue requiring communication</u>

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