

**TORONTO PUBLIC LIBRARY  
RECORDS RETENTION SCHEDULES**

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	<p><b>Functional Category: Administration and Governance</b></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>						
A0001	<p>Access to Information and Personal Information Protection (MFIPPA) – Access Requests</p> <p>Records relating to requests for information, appeals to the Information &amp; 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.</p>	City Librarian	T	15	T+15	AR	<p>T = completion of request</p> <p>Personal Information Bank</p> <p>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</p> <p>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</p>

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A0002	<p>Access to Information and Personal Information Protection (MFIPPA) – Compliance</p> <p>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.</p>	City Librarian	T+2	5	T+7	AR	<p>T = completion of case/investigation</p> <p>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</p>
A0003	<p>Access to Information and Personal Information Protection (MFIPPA) – Annual Reporting</p> <p>Year-end statistical report for the Information and Privacy Commissioner.</p>	City Librarian	C+1	4	C+5	D	

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A0004	Office Administration  Includes information of short-term value such as notifications of new 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.	City Librarian/ Directors	C+1	1	C+2	D	
A0005	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	C+2	5	C+7	P/AR	
A0006	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 responsible for research and reference	C+2	5	C+7	AR	

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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, responsible for planning	C+1	0	C+1	P/AR	
A0008	Branch/Department 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	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	P	S	P	Legislation/Regulation: Public Libraries Act, R.S.O. 1990, c.P.44, s. 3(1), Establishment of public library

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A0010	City of Toronto  Records relating to 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.
A0011	Customer Consultation and Feedback  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.	Directors responsible for customer consultation	T	5	T+5	AR	T = resolution of matter for which customer consultation/feedback sought.
A0012	Customer 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	T = resolution of customer service issue  Personal Information Bank  Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.

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A0013	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	
A0014	Emergencies  Records related to Library response to emergencies. Includes Library Operations Centre records, correspondence, damage reports, analysis reports, and clean-up activity reports.	Directors	T	30	T + 30	AR	T = resolution of actions related to emergency  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
A0015	Emergency Planning  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).	Directors	S	0	S	D	

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A0016	<p>Exclusions Records related to the exclusion of members of the public from the Library under the Library's Rules of Conduct. Includes associated incident reports, warning letters, and requests and correspondence relating to reinstatement.</p> <p>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</p>	<p>Directors responsible for branches, research and reference, and City-wide services</p> <p>City Librarian</p>	T+1	4	T+5	D	<p>T = Termination of exclusion period</p> <p>Personal Information Bank</p>
A0017	<p>External Associations</p> <p>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.</p>	City Librarian/ Directors	C+1	1	C+2	AR	

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A0018	Forms and Templates  Blanks forms and templates used by the Library	City Librarian/ Directors	S	0	S	D	Series pertains only to master copy of form/template. Copies of blank forms and templates are considered supplies, not records.
A0019	Human Rights Complaints and Investigations  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	City Librarian/ Directors	T	10	T + 10	AR	T = resolution of case.  Personal Information Bank

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A0020	<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, or violence. Includes warning letters and extracted security video surveillance images accessed as part of an investigation of an incident</p>	Directors responsible for public service	T+2	0	T+2	D	<p>T = Resolution of case</p> <p>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.</p> <p>Personal Information Bank</p>
A0021	<p>Incident Reports – Personal Injury</p> <p>Records relating the Library's reporting of incidents that have occurred on Library properties that resulted in personal injury.</p>	Director responsible for finance	T	15	T+15	D	<p>T = date of incident</p> <p>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</p>

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A0022	<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>	City Librarian and Director responsible for human resources issues	T	0	T	P/AR	T = completion of the amalgamation process
A0023	<p>Library Board</p> <p>Records of proceedings of the Library Board; complete Board package including closed meetings, agendas, approved minutes, as well as related documentation.</p>	City Librarian	C+5	P	P	P	<p>May include records on microfiche, video recordings</p> <p>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.</p>

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A0024	<p>Library Organization and Organizational Charts</p> <p>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.</p>	Director responsible for human resource	S	5	S+5	AR	
A0025	<p>Meetings and Committees</p> <p>Records related to formally sanctioned internal and external meetings and committees, work and task groups including but not limited to terms of reference, agendas, minutes, newsletters, decision action records, and reports for all branch, department, service committee meetings except Library Board and Directors' Committee.</p>	City Librarian/ Directors	C+2	4	C+6	P/AR	
A0026	<p>Meetings and Committees - Committee Lists</p> <p>Records relating to various internal and external committees and task groups, including names of chairs and committee members.</p>	Director responsible for planning	S	0	S	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. Does not include records related to the delivery of programs offered in partnership or in co-sponsorship.	City Librarian/ Directors	C+2	4	C+6	P	

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A0029	<p>Performance Measures</p> <p>Records relating to all statistics collected by the Library for the purpose of measuring performance. Includes 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.</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.</p>	City Librarian/ Directors	S	7	S+7	AR	Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.
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	

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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	
A0033	<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 formally sanctioned/approved projects conducted by and/or for the Library, with a formal budget or where financial/staff resources are allocated. May include information related to project status reporting, planning and estimated, progress tracking, quality assurance and contingencies. Documents may include project charters, 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

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A0034	Receptions, Anniversaries, Special Events, and Awards Ceremonies  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,. Includes arrangement correspondence. May include copies of purchase order requisitions, publicity, copies of speeches, presentation notes, photographs of events.	City Librarian/ Directors	C+1	5	C+6	AR	Personal Information Bank
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.	Director responsible for records management administration	C+2	64	C+6	AR	

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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. Records relating to specific employee vacation or hours of work are retained under Employee Scheduling.	Directors	C+1	0	C+1	D	
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 responsible for planning	S	10	S+10	P	
A0039	Video Surveillance  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.	Director responsible for facilities management	Up to 30 DY	0	Up to 30 DY	D	Minimum retention 72 hours  Personal Information Bank

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A0040	Video Surveillance – Access logs  Log files documenting access to the video surveillance system for any purpose.	Director responsible for facilities management	C+2	3	C+5	D	
A0041	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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	<p><b>Functional Category: Circulation</b></p> <p>Description: Records relating to the function of checking Library materials in and out of the Library. Also includes renewing materials, holding materials, paying fines and managing customer records.</p>						
C0001	<p>Circulation Transactions</p> <p>Records of items borrowed or returned where there are no fines/fees owed on the items.</p>	Director responsible for information technology	T	0	T	D	<p>T = midnight of the day returned</p> <p>Personal Information Bank</p> <p>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</p>

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C0002	<p>Circulation Transactions – Home Library Service Customers</p> <p>Records of items borrowed and returned by Home Library Services customs who have authorized the retention of this information.</p>	Director responsible for City-Wide Services	T	2	T+2	D	<p>T = until service is no longer required by customer</p> <p>Personal Information Bank</p> <p>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</p>
C0003	<p>Customer Notifications</p> <p>Information including name, phone number and/or e-mail address, Library card number, address and details of specific notification for members of the public. Notifications may include items available (i.e. holds), overdue, or requiring payment.</p>	Director responsible for information technology	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>Personal Information Bank</p> <p>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</p>

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C0004	<p>Customer Records</p> <p>Current information including name, address, phone number, Library card number for members of the public who are registered use Library services. 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.</p>	Director responsible for information technology	T	0	T	D	<p>T = inactive customer records (customers with no Library card activity in the previous 3 years)</p> <p>Personal Information Bank</p> <p>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</p>
C0005	<p>Customer Records – Deposit Collection Service Profiles</p> <p>Information including name, address, phone number, Library card number for institutions that are registered to as Deposit Collections to receive Library services and collections, as well as a profile of institution preferences.</p>	Director responsible for City-Wide Services	T	2	T+2	D	<p>T = until institution no longer requires the services</p> <p>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</p>

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C0006	<p>Customer Records – Home Library Service Profiles</p> <p>Information include name, address, phone number, Library card number, special delivery instructions, and contact information for contact persons as required/listed for members of the public who are registered to use Home Library Services as well as a profile of customer preferences.</p>	Director responsible for City-Wide Services	T	2	T+2	D	<p>T = until customer no longer requires the service</p> <p>Personal Information Bank</p> <p>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</p>
C0007	<p>Customer Records – Manual Registration</p> <p>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. Includes manual registration forms for e-mail marketing</p>	Directors responsible for branches, research and reference, and City-Wide Services	T	0	T	D	<p>T = when customer registration has been input into the Integrated Library System</p> <p>Personal Information Bank</p> <p>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</p>

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## Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
C0008	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 to use Library services. Includes both approved and declined requests.	Director responsible for branch libraries	T		T	D	T = inactive customer records (customers who have not used their Library card in the previous 3 years)  Personal Information Bank  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
C0009	Customer Records – Supplementary Cards  Information including name, address, phone number, Library card number for members of the public who are registered to use Library services and who have requested a supplementary card.	Directors responsible for public service	T	0	T	D	T = until customer no longer requires the supplementary card  Personal Information Bank  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

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
C0010	Customer Records – Talking Book Service  Records relating to customers registered for the Talking Book service. Includes completed application form, approval notification.	Director responsible for City-Wide Services	T	2	T + 2	D	T = until customer no longer requires services  Personal Information Bank  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
C0011	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 responsible for research and reference	C + 1	0	C + 1	D	Personal Information Bank  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

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	<p><b>Functional Category: Collections and Bibliographic Services</b></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 or ordered by the Library from point of order entry into the Integrated Library System.</p>	Director responsible for collections management	T	0	T	D	<p>T=until the last copy of the title has been discarded or until purchase order has been cancelled.</p> <p>If purchase order cancelled, record is retained until end of fiscal year.</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>	Director responsible for collections management	S	0	S	D	
CB003	<p>Electronic Products Administration - Collections</p> <p>Records related to subscriptions for e-journals, databases, and other materials. Includes licenses for databases, journals, software, downloadable content.</p>	Director responsible for collections management	S	10	S + 10	D	

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
CB004	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.	Director responsible for research and reference	S	0	S	P/AR	
CB005	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. Includes annual collection development plans and detailed expenditure reports.	Director responsible for collections management	C + 4	5	C + 9	AR	
CB006	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. Does not include licenses for electronic products	Director responsible for collections management	C + 2	5	C + 7	D	

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
CB007	<p>Library Materials – Requests for Reconsideration</p> <p>Records relating to requests for reconsideration from the public about items in the Library’s collection including procedures, details of requests for reconsideration and their disposition, and information on intellectual freedom and challenged material in the wider community.</p>	Director responsible for collections management	C + 1	9	C + 10	P	Personal Information Bank
CB008	<p>Library Materials – Selection</p> <p>Records related to the management of Library materials selection, and information on selectors. May include internal selection procedures not associated with Materials Selection Policy, and vendor catalogues used by staff to order Library materials</p>	Director responsible for collections management	S	0	S	AR	Does not include master copies of policies. May include internal procedures
CB009	<p>Library Materials – Statistics</p> <p>Records related to statistical information on the Library’s collections in all formats and languages. Includes annual stock statistics, turnover and inventory results.</p>	Director responsible for collections management	C + 3	7	C + 10	P	

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
CB010	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 responsible for collections management	T	0	T	D	T = end of following fiscal year
CB011	Preservation and Conservation  Records relating to the administration and maintenance of the preservation and conservation of Library materials.	Director responsible for research and reference	S	0	S	AR	
CB012	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 responsible for collections management	C + 3	0	C + 3	D	
CB013	Serials  Records related to the administration and maintenance of serials records such as magazines, newspapers, annual travel guides, government documents.	Director responsible for collections management	S	0	S	D	

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	<p><b>Functional Category: Electronic Services</b></p> <p>Description: Records relating to the function of providing Library services through Library websites, gateways, electronic applications, digital collections, and electronic products which the Library licenses.</p>						
E0001	<p>Digitization</p> <p>Records related to the administration and maintenance of the digitization function.</p>	Director responsible for research and reference	S	0	S	D	
E0002	<p>Electronic Products Administration - Services</p> <p>Records relating to the administration of electronic services and hosted software licensed by the Library. Documents include information sheets, product location sheets, tip sheets, training materials and other licensing information.</p>	Director responsible for electronic services	S	0	S	D	
E0003	<p>Image Order Requests</p> <p>Records relating to requests for digitization, including completed request form and correspondence.</p>	Director responsible for research and reference	T	7	T+7	D	<p>T = completion of digitization process</p> <p>Personal Information Bank</p>
E0004	<p>Uniform Resource Locators (URLs) – Registered</p> <p>Records relating to all Uniform Resource Locators (URLs) for gateways, pages, images registered to the Library. Includes records relating to the resolution of disputes regarding the registration of URLs.</p>	Directors responsible for information technology and electronic services	T	7	T + 7	D	T = termination of registration period

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
E0005	<p>Web Content - Duplicated</p> <p>Electronic pages that have been duplicated from other sources that comprise the content of the various Library internet and intranet sites, including but not limited to the VRL, the Library's website, Ontario History Quest, Canadian Theatre</p>	Director responsible for electronic services	S	0	S + 0	D	
E0006	<p>Web Administration and Development</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 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>	Directors responsible for information technology and electronic services	S	7	S + 7	AR	
E0007	<p>Web Content</p> <p>Original electronic pages that comprise the content of the various Library internet sites,</p>	Directors	S	0	S	AR	

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			A	I	Total	Disposition	
	<p><b>Functional Category: Facilities Management</b></p> <p>Description: Records relating to construction, operation and maintenance of the Library'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>	Director responsible for research and reference	P	0	P	P	Legislation/Regulation: Ontario Heritage Act, R.S.O. 1990, c. O.18, s. 27 - Register of designated properties
FA002	<p>Building Access and Security – Controlled Access</p> <p>Records related to controlled access to Library buildings including requests from staff / tenants for keys, and card access.</p>	Director responsible for facilities management	T	0	T	D	T = termination of access
FA003	<p>Building Access and Security – Controlled Access Log Files</p> <p>Records related to the use of FOBs or other methods of controlled access by Library staff members at Library facilities.</p>	Director responsible for facilities management	8M	0	8M	D	

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			A	I	Total	Disposition	
FA004	<p>Building Access and Security – Video Surveillance Systems</p> <p>Includes security video surveillance needs assessment reports, status reports for building security systems, inventory lists, diagrams, and cost reports.</p>	Director responsible for facilities management	S	0	S	D	
FA005	<p>Building Maintenance</p> <p>Records relating to the ongoing and scheduled maintenance of Library-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.</p>	Director responsible for facilities management	T	7	T + 7	D	<p>T = expiration of contract for maintenance</p> <p>Small contracts may be retained by Facilities, not purchasing</p> <p>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</p>

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			A	I	Total	Disposition	
FA006	<p>Building Management – Library Owned</p> <p>Records relating to the overall management of Library owned properties and buildings. Documents may include floor plans. 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.</p>	Directors responsible for facilities management and public service	T	20	T + 20	AR	<p>T = termination of ownership of building/property</p> <p>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</p>

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FA007	<p>Building Management – Library Leased</p> <p>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</p>	Directors responsible for facilities management and branch libraries	T+2	21	T+23	AR	<p>T = termination of lease</p> <p>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</p>
FA008	<p>Development Applications and Surplus Lands</p> <p>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).</p>	Director responsible for planning	C + 3	2	C+ 5	D	
FA009	<p>Operation and Maintenance Manuals</p> <p>Records relating to instructions on the operation and maintenance of the Library's facilities and equipment.</p>	Director responsible for facilities management	S	0	S	D	

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FA010	Pest Management Records related to the Library's pest management function, including pest management tracking reports.	Director responsible for facilities management	C + 5	0	C + 5	AR	Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period
FA011	Vehicle and Equipment Management 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.	Director responsible for facilities management	T	2	T + 2	D	T = termination of ownership of vehicle or equipment
FA012	Vehicle Pre-Trip Inspections 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.	Director 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.

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
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 responsible for facilities management	C + 2	4	C + 6	D	

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	<p><b>Functional Category: Financial and Legal Management</b></p> <p>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.</p>						
FI001	<p>Accounting and Finance Administration</p> <p>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.</p>	Director responsible for finance	C + 2	5	C + 7	D	
FI002	<p>Accounts Payable</p> <p>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.</p>	Director responsible for finance	C + 1	6	C + 7	D	<p>Legislation/Regulation:</p> <p>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.</p>

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			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 or local agreements at branch levels, or day-to-day administration of contracts.</p>	Directors	T	20	T + 20	AR	<p>T = termination of agreement/contract</p> <p>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</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. Includes records relating to the booking of the Bram &amp; Bluma Appel Salon</p>	Directors responsible for branch libraries and research and reference	T	6	T + 6	D	<p>Personal Information Bank</p> <p>T = termination of room booking</p> <p>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</p>
FI005	<p>Artifacts – Donations</p> <p>Financial records relating to the valuation of artifacts providing to Special Collections, or from the Art Exhibits Committee</p>	Directors responsible for branch libraries and research and reference	C + 2	5	C + 7	P/AR	<p>Legislation/Regulation: Ontario Heritage Act, R.S.O. 1990, c. O.18, s. 27 - Register of designated properties</p>

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			A	I	Total	Disposition	
FI006	Artifacts – Financial Statements  Financial statements and information related to the Library's artifacts, including monetary artefact appraisals.	Director responsible for finance	P	0	P	P/AR	Legislation/Regulation: Ontario Heritage Act, R.S.O. 1990, c. O.18, s. 27 - Register of designated properties
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, expense statements, and records related to grants	Director responsible for finance	C + 2	5	C + 7	P	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.
FI008	Audited Financial Statements and Reports – Working Papers  Working papers for audited financial statements and reports.	Director responsible for finance	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 responsible for finance	C	6	C + 6	D	

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			A	I	Total	Disposition	
FI010	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. Includes branch-level receipts and grants.	Director responsible for finance	C+2	5	C + 7	D	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.

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI011	<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>	Director responsible for finance	T	7	T + 7	D	<p>T = until capital asset is no longer owned</p> <p>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.</p>

## TORONTO PUBLIC LIBRARY RECORDS RETENTION SCHEDULES

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## Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
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 responsible for finance	T	7	T + 7	AR	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
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 responsible for finance	C + 2	5	C + 7	D	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.
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 responsible for finance	C + 2	5	C + 7	D	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.

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
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>	Director responsible for finance	T	15	T + 15	D	<p>T = resolution of claim</p> <p>Legislation/Regulation:</p> <p>Limitations Act, S.O. 2002, c. 24, Sched. B. s.14. (1), (2)</p> <p>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</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>	Director responsible for City-Wide Services	T	9	T + 9	P/AR	<p>Legislation/Regulation:</p> <p>Copyright Act (Canada), R.S.C. 1985, c. C-42, s 56 - Application for registration of copyright.</p>

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI017	Expense Claims  Records relating to employees' claim for reimbursement for financial expenses, including completed expense claim forms.	Director responsible for finance	C + 2	5	C + 7	D	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.
FI018	General Journal – Posted  Reconciliation of Bank Accounts, and General Ledger Accounts	Director 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 responsible for finance	C + 2	5	C + 7	P/AR	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.

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI020	Goods and Services Tax Returns  Returns, adjustments, and re-assessment of amounts to be paid to Canada Customs and Revenue Agency.	Director responsible for finance	C	6	C + 6	D	Personal Information Bank  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.
FI021	Grants  Records relating to grants received and administered by the Library. Administrative 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.	Directors	C + 2	5	C + 7	AR	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.

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## Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI022	Income Tax Statements of Remuneration (T4s) – Employees  Statement of employee earning for income tax purposes	Director responsible for finance	C + 2	5	C + 7	D	Personal Information Bank  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)
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 responsible for finance	C + 2	5	C + 7	D	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

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI024	<p>Leased Properties</p> <p>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.</p>	Director responsible for finance	T	20	T + 20	AR	<p>T = Termination of lease</p> <p>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</p>
FI025	<p>Leases – Equipment</p> <p>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.</p>	Director responsible for finance	T	7	T + 7	AR	<p>T = Termination of lease</p> <p>Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.</p>

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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 responsible for finance	T	20	T + 20	AR	<p>T = Termination of lease</p> <p>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</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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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI028	Litigation Record of legal action(s) involving the Library	City Librarian/ Directors	T	15	T + 15	AR	T = termination of litigation proceedings  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
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 responsible for finance	C + 2	0	C + 2	D	

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			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 responsible for finance	C + 2	5	C + 7	D	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.
FI031	Payable Registers  Payable paper invoices related to documents in financial system.	Director responsible for finance	C + 1	6	C + 7	D	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

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			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>	Director responsible for finance	C+2	5	C + 7	D	<p>Personal Information Bank</p> <p>Legislation/Regulation: 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. Employment Standards Act, S.O. 2000, c.41, s. 15(5) - records to be kept three years after the employee ceased to be employed.</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>	Director responsible for finance	C + 2	5	C + 7	D	<p>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</p>
FI034	<p>Purchase Orders – Confirmation of Library Materials Orders</p> <p>Electronic records that confirm that orders for Library materials have been placed.</p>	Director responsible for collections management	T	T+3	T +3	D	T = receipt or cancellation of order

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
FI035	Purchasing of Goods and Services  Records relating to the procurement and acquisition of goods and services from external contractors and vendors. Includes purchase orders and purchase requisitions	Director responsible for finance	C + 2	5	C + 7	D	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
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 responsible for finance	T	7	T + 7	D	T = completion of work requested  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
FI037	Requests for proposal (RFP, Information (RFI), Quotation (RFQ) – Unsuccessful Responses  Unsuccessful responses to requests for proposal (RFP), information (RFI), quotation (RFQ)	Director responsible for finance	C	2	C+2	D	Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.

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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>	City Librarian/Directors	T	3	T + 3	P/AR	<p>T = expiration of trademark</p> <p>Legislation/Regulation: Trade-marks Act (Canada), R.S.C. 1985, c.T-13, s.30</p>
FI039	<p>Trial Balance Reports</p> <p>Records related to general ledger accounts, both accounts receivable and accounts payable.</p>	Director responsible for finance	C + 2	5	C + 7	D	<p>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</p>

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			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 responsible for finance	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	
	<b>Functional Category: Human Resources</b>						
	Description: Records relating to the function of managing employees within the Library						
HR001	Benefits – Administration  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	Director responsible for human resources	C+2	18	C+20	P	
HR002	Benefits - Enrolment  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.	Director responsible for human resources	T	7	T + 7	D	T = death of employee or surviving spouse (if spousal benefits available)  Personal Information Bank  Legislation/Regulation: 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.

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			A	I	Total	Disposition	
HR003	<p>Claims – Long Term Disability</p> <p>Original long term disability application, payment record, Life/OMERS waive claim, correspondence.</p>	Director responsible for human resources	T	7	T + 7	AR	<p>T = death of employee</p> <p>Personal Information Bank</p> <p>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</p>
HR004	<p>Competitions</p> <p>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.</p>	Director responsible for human resources	T	6	T + 6	D	<p>Personal Information Bank</p> <p>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.</p>

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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 responsible for human resources	T	7	T + 7	D	<p>T = termination of employment</p> <p>Personal Information Bank</p>

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			A	I	Total	Disposition	
HR007	<p>Employee Files – Medical</p> <p>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). Includes accommodation plans.</p>	Director responsible for human resources	T	20	T + 20	D	<p>T = termination of employment</p> <p>Personal Information Bank</p> <p>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.</p>

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			A	I	Total	Disposition	
HR008	<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>	Director responsible for finance	T	7	T + 7	D	<p>T = death of employee</p> <p>Personal Information Bank</p> <p>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.</p> <p>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.</p> <p>Employment Standards Act, S.O. 2000, c.41, ss 15(5) - records to be kept three years after the employee ceased to be employed.</p>

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
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 responsible for facilities management	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 responsible for human resources	C + 1	6	C + 7	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 responsible for 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	C	1	C+1	D	

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## Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
HR013	Grievances  Records relating to grievances including decisions rendered.	Director responsible for human resources	T	21	T + 21	AR	T = resolution of grievance  Personal Information Bank  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.

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## Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
HR014	<p>Health and Safety – Operational Issues</p> <p>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,.</p>	Director responsible for human resources	C+9	7	C + 16	AR	<p>Occupational Health and Safety Act, R.S.O. 1990, c. O.1, s. 9</p> <p>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.</p> <p>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</p>

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
HR015	<p>Health and Safety – Physical Plant</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. Includes workplace inspection reporting concerning the identification of chemical, physical, and biological hazards and the necessary corrective actions, Workplace Hazardous Material Information System (WHMIS) Material Safety Data Sheets (MSDS), fire drills, fire safety plans, air quality reports, needle disposal instructions, water quality testing</p>	Director responsible for facilities management	C + 2	5	C + 7	AR	
HR016	<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>	Director responsible for human resources	S + 2	0	S + 2	AR	
HR017	<p>Job Applications – Unsolicited</p> <p>Completed job applications from external candidates for all job classes.</p>	Directors	6M	0	6M	D	<p>Personal Information Bank</p> <p>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.</p>

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
HR018	Job Descriptions Position descriptions.	Director responsible for human resources	S	5	S + 5	AR	
HR019	Job Evaluation Records relating to job evaluation, including review questionnaires from the City.	Director responsible for human resources	S + 2	0	S + 2	AR	
HR020	Job Postings 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.	Director responsible for human resources	C	2	C + 2	D	
HR021	Labour Relations Administration 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.	Director responsible for human resources	C+2	18	C+20	AR	

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
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 responsible for human resources	S	7	S + 7	AR	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.
HR023	<p>Record of Training</p> <p>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.</p>	Directors responsible for human resources and for training administration	T	7	T + 7	D	T = termination of employment  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).
HR024	<p>Salaries and Pay Rates</p> <p>Records relating to salaries and pay rates administration including directives and guidelines on rates of pay, deductions, salary groups and steps.</p>	Director responsible for human resources	C + 2	4	C + 6	AR	

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
HR025	Seniority Lists  List of all employees by seniority as well as list that reflect the status of union staff.	Director responsible for human resources	S	0	S	AR	
HR026	Staff Complement Lists  Records of staffing establishments.	Director responsible for human resources	C + 2	5	C + 7	AR	
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 responsible for training administration	C+2	4	C + 6	AR	
HR028	Training – Participants' Lists  Records of completed training courses by employees for internal and external courses including conferences, seminars and workshops. Includes completed request form to attend external conference/training.	Director responsible for training administration	C	5	C + 5	D	

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
HR029	<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>	Director responsible for human resources	T	21	T+ 21	AR	<p>T = ratification</p> <p>Legislation/Regulations: Labour Relations Act, 1995, c. 1, Sched. A, amended as 2006, c. 35, Sched. C, s. 57, s90,91 - Collective agreements to be filed. 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</p>
HR030	<p>Volunteers</p> <p>Records relating to information about volunteers involved in various programs including but not limited to Adult Literacy, Reading and Homework Help for Teens, Mobile Library Services deposit collections, Youth Homework Club, Kids@Computers, , Leading to Reading, and Youth Advisory Groups.</p>	Director responsible for City-Wide Services	T	3	T + 3	D	<p>T = end of volunteer work</p> <p>Personal Information Bank</p>
HR031	<p>Volunteers – Police Reference Check</p> <p>Police reference checks of Library volunteers. Includes reference checks for unsuccessful applicants.</p>	Director responsible for City-Wide Services	C+1	3	C+4	D	Personal Information Bank

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			A	I	Total	Disposition	
HR032	Volunteer Applications – Unsuccessful  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>	Director responsible for City-Wide Services	6M	0	6M	D	Personal Information Bank
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 responsible for human resources	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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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
HR035	<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>	Director responsible for human resources	T	7	T + 7	D	<p>T = death of employee</p> <p>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.</p>

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			A	I	Total	Disposition	
HR036	<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>	Director responsible for human resources	T	7	T + 7	D	<p>T = death of employee</p> <p>Personal Information Bank</p> <p>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.</p>

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			A	I	Total	Disposition	
HR037	<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>	Director responsible for human resources	T	7	T+7	D	<p>T = death of employee</p> <p>Personal Information Bank</p> <p>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.</p>

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
HR038	Workplace Safety and Insurance Board (WSIB) – Claims – Cost Statements  List of Employees Workplace Safety and Insurance Board (WSIB) recipients/claims, cost statements.	Director responsible for human resources	T	7	T + 7	D	T = death of employee  Personal Information Bank  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.

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## Toronto Public Library Records Retention Schedules

Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	<p><b>Functional Category: Information Technology</b></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>	Director responsible for information technology	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>	Director responsible for information technology	S	7	S + 7	D	
IT003	<p>Computer Databases</p> <p>Records related to the implementation, administration and operations of computer databases.</p>	Director responsible for information technology	S	7	S + 7	D	

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
IT004	<p>Computer Infrastructure</p> <p>Records relating to the 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..</p>	Director responsible for information technology	S	7	S + 7	D	
IT005	<p>Computer Systems Security</p> <p>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.</p>	Director responsible for information technology	S	7	S + 7	D	

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
IT006	Log files – data extracts  Reports drafted/created using information from the Library's Integrated Library System log files.	Director responsible for information technology	7M	0	7M	D	Personal Information Bank
IT007	Log files – depersonalized  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.	Director responsible for information technology,	C+2	0	C+2	D	
IT008	Log files – Integrated Library System  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.	Director responsible for information technology	C+2	0	C+2	D	Personal Information Bank
IT009	Statistics – Production/Activity/Service – Information Technology and Facilities  Records relating to statistics gathered from different activities and services of the Information Technology and Facilities Department.	Director responsible for information technology	C + 1	1	C + 2	D	

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			A	I	Total	Disposition	
IT010	Work Orders – Information Technology  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.	Director responsible for information technology	T + 2	5	T + 7	D	T = completion of work order

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
	<p><b>Functional Category: Library Services and Programs</b></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>	Directors responsible for branch libraries and research and reference	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>	Director responsible for branch libraries	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>
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). Includes preservation and conservation orders and relevant correspondence.</p>	Director responsible for research and reference	P	0	P	AR	Ontario Heritage Act, R.S.O. 1990, c. O.18, s. 27 - Register of designated properties

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
LS004	Contests and Competitions  Records relating to the administration of Library initiated contests including copies of publicity forms, purchase orders, and entries. Includes contests to promote reading and literacy such as bookmark contests, Young Voices, poetry.	Directors	T	1	T + 1	D	T = end of contest  Personal Information Bank
LS005	Customer Photography Consent Forms  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.	Directors responsible for branch libraries and research and reference	C	1	C+1	D	Personal Information Bank
LS006	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. 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	4	C + 6	AR	Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
LS007	Information Service Enquiries  Records related to customer service enquiries addressed through Answerline or similar services	Director responsible for research and reference	T	1	T+1	D	T = resolution of customer service enquiry  Personal Information Bank
LS008	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 + 1	0	C+ 1	D	Personal Information Bank
LS009	Library Services and Programs – Centrally Coordinated  Records related to the administration, operation, and management of Library services and programs that are centrally coordinated or offered in partnership or co-sponsorship.	Directors	C+2	4	C+6	AR	
LS010	Library Services and Programs – Locally Coordinated  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.	Directors responsible for branch libraries, research and reference, and City-Wide Services	T+1	0	T+1	D	T = termination of program or service

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
LS011	Loans and Exhibits  Records relating to the incoming/outgoing monitoring, and documenting of items loaned to organizations for a specific amount of time.	Director responsible for research and reference	T	6	T + 6	P	T = end of loan /exhibit  Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.
LS012	Local Agreements  Records related to agreements at branch levels, including those between performers, art exhibitors, and community groups	Directors responsible for branch libraries and research and reference	T	1	T + 1	AR	T = termination/fulfilment of agreement
LS013	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. Includes route list, including customer names and telephone numbers.	Director responsible for City-Wide Services	C	0	C	D	Personal Information Bank
LS014	Research Enquiries  Records relating to the provision of research services, including methodology and results.	Director responsible for research and reference	C + 1	4	C+ 5	D	Personal Information Bank

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Code	Records Title	Originating Office	Retention				Comments/Legislation
			A	I	Total	Disposition	
LS015	<p>Statistics – Adult Literacy</p> <p>Records of mandated statistics submitted to the Ministry of Training, Colleges, and Universities (MTCU).</p>	Director responsible for City-Wide Services	C	2	C + 2	D	
LS016	<p>Surveys – Customer (User and Non-users)</p> <p>Records relating to the system-wide and local branch 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, and include observation studies and seating sweep studies (manual counts of occupied seats).</p>	Directors responsible for planning, branch libraries, and research and reference	C + 2	10	C + 12	P	
LS017	<p>Surveys – External</p> <p>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).</p>	City Librarian and Director responsible for planning	C + 10	0	C + 10	P	

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## Toronto Public Library Records Retention Schedules

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			A	I	Total	Disposition	
LS018	<p>Surveys – Internal</p> <p>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.</p>	Director responsible for planning	C + 2	0	C + 2	D	
LS019	<p>Surveys – Raw Data</p> <p>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.</p>	Director responsible for planning	C	2	C + 2	D	Personal Information Bank

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			A	I	Total	Disposition	
LS020	Volunteer Manual Records comprising the manual of information for volunteer services	Director responsible for City-Wide Services	S	0	S	D	

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

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			A	I	Total	Disposition	
CE004	Customer Submissions and Testimonials  Submissions of materials for promotional or engagement purposes, and testimonials received from customers	Directors	T	1	T+1	D	T = use of submission/testimonial, or withdrawal of customer consent to retain/use submission/testimonial  Personal Information Bank
CE005	Display and Distribution of Materials  Records related to the display and distribution of materials in Library facilities. May include appeals from individuals who wish to display/distribute materials	Director responsible for communications	T	2	T+2	D	T = termination of agreement or appeal
CE006	Dockets – Artwork  Records 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.	Director responsible for communications	T	0	T	AR	T = completion of project
CE007	Dockets – Artwork – Administration  Records relating to the administration and management of dockets, both recurring and non-recurring.	Director responsible for communications	C	2	C+2	D	

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			A	I	Total	Disposition	
CE008	Hosted Online Content  Online content hosted by external third parties	Directors	T	0	T	D	T = service no longer available or record can no longer be retrieved by the service
CE009	Image Library  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.	Directors	T	0	T	AR	T = termination of useful life of image.
CE010	Media (Press) Clippings – General Interest  Clippings as well as daily listings from newspapers of general interest to the Library.	Director responsible for communications	C + 2	0	C + 2	AR	
CE011	Media (Press) Clippings – Library-focused  Clippings from media as well as daily listing from newspapers that have any references to the Library and its programs.	Director responsible for communications	C + 2	0	C + 2	AR	

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			A	I	Total	Disposition	
CE012	Photography Consent/Release Forms  Completed consent/release forms that allow the Library to take and use photographs/recordings of identifiable individuals.	Directors responsible for customer engagement, branch libraries, and research and reference	T	2	T + 2	D	T = retention of the image  Legislation/Regulation: Limitations Act, S.O. 2002, C.24, section 4, Basic limitation period.
CE013	Stakeholder Relations  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.	City Librarian/ Directors	T+2	64	T+6	AR	T = resolution of matter/issue requiring communication

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