

Category: Administration Standard

Title:	Records Creation, Maintenance, and Use
Approved by:	Deputy City Clerk – Information & Privacy Services
Effective Date:	April 5, 2024
Last Updated:	April 5, 2024
Responsible Service:	Records Management, Access & Privacy

1. **ASSOCIATED GOVERNANCE**

- 1.1. This administration standard outlines requirements in support of Corporate Records Management Policy.
- 1.2. This administration standard conforms to the provisions in the Records Retention and Disposition Bylaw 54M2023.

2. **PURPOSE**

- 2.1. This standard will be followed when managing The City of Calgary's ("The City") records throughout creation, use, receipt, access, storage, and maintenance.
- 2.2. Following this standard will result in good customer service and program delivery, financial accountability, legal compliance, and open and transparent government.

3. **DEFINITIONS**

3.1. *In this Administration Standard:*

- a. **"Archival Value"** means records that have residual or secondary administrative, legal, financial, evidential, informational, and historical value to The City and to future users, after the records' primary value to their creating business unit has expired.
- b. **"Corporate Records Classification and Retention Schedule ("CRCRS")"** is established by the City Clerk under Bylaw 54M2023 that classifies and lists corporate records maintained by all or part of The City, together with the agreed upon lengths of time they will be retained;
- c. **"Corporate Records Management Program"** is a governance framework for the management and control of the creation, use, receipt, access, storage and maintenance, retention, and disposition of records, including vital records management and transitory records management;
- d. **"Disposition"** means the formal process of removing records from business unit custody when the retention period is met, by deletion or destruction, transfer to archival holdings, or transfer to another organization;
- e. **"Employee"** means any person employed by The City and reporting to a City of Calgary business unit, department, the Chief Administrator's Office, the City Auditor's Office, including those working under an employment contract with The City;

- f. **“Hold”** means a delay or suspension of disposition to prevent the disposal of records identified in an audit, court or administrative proceeding, a change in legislation, a Freedom of Information and Protection of Privacy Act (“FOIP Act”) request, or a change in the use of a record.
- g. **“Official Record”** means a record created or received and maintained by The City as evidence of a business transaction, decision, or activity. It has legal, operational, fiscal, or archival value.
- h. **“Record”** means a record of information in any form and includes notes, images, audiovisual recordings, x-rays, books, documents, maps, drawings, photographs, letters, vouchers and papers and any other information that is written, photographed, recorded, or stored in any manner, but does not include software or any mechanism that produces records. Includes both official records and transitory records;
- i. **“Retention Period”** means the time period each type of official record should be kept based on legislative, fiscal and operational requirements as provided in the CRCRS;
- j. **“Transitory Record”** means a record that has immediate or short-term usefulness or is required for a limited time to complete a routine action or to prepare an official record. It is not required for legal, operational, fiscal, or archival purposes; and,
- k. **“Vital Record”** means records essential to resume or continue operations, to preserve the rights of The City, its employees, and Calgarians and to protect the Corporation legally and financially in the event of a disaster.

4. **APPLICABILITY**

- 4.1. All City of Calgary employees except the Calgary Housing Corporation and the Calgary Police Service; and
- 4.2. When an outside agency or contractor conducts business on behalf of The City and creates or receives City records in order to do so, the records are subject to the Corporate Records Management Program. An agreement between The City and the agency or contractor must specify the conditions for the custody and control of the records.

5. **STANDARD**

- 5.1. Employees will:
 - a. Create or collect records as reliable and accurate documentation of activities, transactions, and decisions;
 - b. Maintain records in electronic format whenever possible and appropriate;
 - c. Store records in City-managed systems or locations to ensure they remain accessible and engage their Business Unit Records Coordinator (“BURC”) prior to any changes to location, configuration, or format;
 - d. Enable access to records, while meeting privacy and security requirements;
 - e. Transfer inactive physical records to approved storage as required;
 - f. If retrieved, return physical records to approved storage in a timely manner; and

- g. Notify their BURC when records in their custody should be deemed vital records and assisting in managing vital records.

5.2. Business Unit Records Coordinators (BURC) and alternates will:

- a. Act as the primary point of contact for records matters related to records creation, maintenance, and use within their business unit or department;
- b. Collaborate with Information Technology ("IT") to:
 - i. Establish clear expectations for managing records, including identifying which records will be stored in shared drives, databases, cloud solutions or other City-managed systems, or maintained in physical form; and,
 - ii. Identify if and when physical records will be digitized through scanning, migrated to new systems, or converted from one file format to another;
- c. Enter physical official records into The City's records management software and box records with similar retention periods and archival value together for shipping to offsite records storage when appropriate;
- d. Establish processes to ensure records are classified and moving through their lifecycle as required by the CRCRS, including processes to identify when official records have become obsolete or superseded;
- e. Collaborate with the business unit's assigned Business Continuity Coordinator to identify, protect, and maintain vital records to ensure they remain current and easily retrievable in the event of a disaster or emergency; and,
- f. Regularly monitor the business unit's Records and take corrective action to ensure compliance with the Corporate Records Management Program.

5.3. Business unit directors will ensure compliance with records creation, maintenance, and use aspects of the Corporate Records Management Program by supporting the implementation of the program within the business unit.

5.4. The City Clerk's Office will:

- a. Provide consultation, support, and training to business units and departments to ensure they have direction, knowledge, and assistance to implement records creation, maintenance, and use aspects of the Corporate Records Management Program;
- b. Manage corporate records management systems to ensure access and track records ownership, retention periods, and locations;
- c. Provide overall management of the physical records program, including contractual arrangements for offsite storage; and,
- d. Conduct compliance monitoring and establishing corrective actions.

6. **CONSEQUENCES OF NON-COMPLIANCE**

6.1. Employees who fail to adhere to this Administration policy and any associated standards and procedures may face disciplinary action in accordance with either the Labour Relations policy or Exempt Staff policy.

7. **HISTORY**

Action	Date	Report Number	Description
New	April 5, 2024	n/a	Includes material from records management policies rescinded as of April 2, 2024. Approved by the Deputy City Clerk, on behalf of the Service Director for Records Management Access and Privacy, as per delegation of authority for the Records Retention & Disposition Bylaw 54M2023