

**KING TOWNSHIP  
CORPORATE POLICY  
RECORDS AND INFORMATION MANAGEMENT**



**POLICY NO.:**  
**COR-POL-119**

---

Clerk's Division	Issue Date:	9/27/2021
	Issue No.:	1
	Next Revision:	9/28/2026

---

**1 PURPOSE STATEMENT**

1.1 The purpose of the Records and Information Management Policy (“Policy”) is to establish a framework for the Records and Information Management Program (“RIM Program”) for the Township of King (“Township”) and to outline roles, responsibilities, and provisions for the management of the records lifecycle from creation (receipt), use and maintenance, and disposition.

**2 POLICY OBJECTIVE**

- 2.1 The Township’s RIM Program applies systematic controls in an integrated way for both electronic and physical records with objectives to:
- 1.1.1 Manage the records lifecycle to meet all legislated requirements for recordkeeping in accordance with the *Municipal Act*, 2001, S.O. 2001, c. 25;
  - 1.1.2 Manage records and information so they are readily available for decision making and information access requests under the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M.56;
  - 1.1.3 Protect the reliability, integrity and authenticity of records so that they may be relied upon as evidence of organizational activity and administrative decisions and thereby meet legal, evidential, audit and accountability requirements;
  - 1.1.4 Ensure the identification and preservation of permanently valuable and archival records;
  - 1.1.5 Destroy records that have surpassed their total retention, in a timely, secure, and environmentally sound manner;
  - 1.1.6 Promote organizational efficiency and economy through sound recordkeeping practices, including optimal utilization of storage and technology;
  - 1.1.7 Establish and define accountability, responsibility, and roles for the appropriate level of involvement with the RIM Program;
  - 1.1.8 Maintain consistent record and information management procedures and controls so they are an integral part of the Township’s usual and ordinary course of business; and
  - 1.1.9 Foster government accountability and transparency by promoting and facilitating good recordkeeping.

**3 APPLICATION/SCOPE**

3.1 This Policy applies to all records created, received, maintained, or under the custody or control of the Township, regardless of the medium (e.g. paper, digital/electronic, e-mail, tape,) or location (e.g. on-site, storage facility, cloud) in which they are held.

**KING TOWNSHIP  
CORPORATE POLICY  
RECORDS AND INFORMATION MANAGEMENT**



**POLICY NO.:**  
COR-POL-119

---

Clerk's Division	Issue Date:	9/27/2021
	Issue No.:	1
	Next Revision:	9/28/2026

---

- 3.2 This Policy applies to all employees, members of council, mayor and agents who have access to, create and/or use records in the course of their duties.
- 3.3 This Policy does not apply to information or data stored on back-up servers as backups are only intended for use in disaster recovery or system failure and are disposed of on a rotational basis according to a defined term.

**4 DEFINITIONS**

- 4.1 Appendix A to this Policy is a Glossary of RIM Program definitions.

**5 ROLES AND RESPONSIBILITIES**

- 5.1 Appendix B to this Policy are RIM Program Roles and Responsibilities.

**6 TREATMENT OF RECORDS**

- 6.1 All records created, acquired, and used by employees or agents in the course of their duties regardless of their source, medium or location must be managed in compliance with Township policies and procedures. Any record in the custody or under the control of the Township will be subject to the provisions of the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M. 56.

**7 COUNCILLOR RECORDS**

- 7.1 Records created or received by a member of council relating to constituency matters, or where the councillor is not acting as an officer or employee of the Township and is not performing a duty assigned by council are not generally considered to be records under the custody or control of the Township unless those records are forwarded and/or transferred to the mayor or Township staff.
  - 7.1.1 Notwithstanding the above, a record created or received by a member of council where the contents of the record relate to the general business of the Township may be a record under the custody or control of the Township, irrespective of whether or not these records are held, created or maintained on a medium not owned, maintained or serviced by or on behalf of the Township.
- 7.2 Further guidance regarding records of the mayor and members of council is provided in publications issued by the *Information and Privacy Commissioner of Ontario*.

**8 RECORDS CLASSIFICATION AND RETENTION SCHEDULE**

- 8.1 All records are identified, retained, and disposed of according to the approved Records Classification and Retention Schedule ("Schedule"). This Schedule is a key component of the RIM Program and establishes the logical organization of records for their identification, control, retrieval, and disposition.
  - 8.1.1 The Schedule is approved by Council and maintained by the Township Clerk. The Township Clerk is delegated authority by Council to update the Schedule

**KING TOWNSHIP  
CORPORATE POLICY  
RECORDS AND INFORMATION MANAGEMENT**



**POLICY NO.:**  
COR-POL-119

---

Clerk's Division	Issue Date:	9/27/2021
	Issue No.:	1
	Next Revision:	9/28/2026

---

on an as-needed basis to ensure accuracy and relevancy.

8.1.2 The Schedule also acts as the electronic corporate information filing architecture for the Township’s Enterprise Content Management System.

8.2 When records cannot be classified according to the Schedule, a records analysis will be performed to obtain information on operational needs, legislative and audit requirements, potential archival value and consultation with those responsible for the organizational functions that the records support in order to make any necessary recommended amendments to the Schedule.

**9 RECORDKEEPING REPOSITORIES**

9.1 Records must be organized, saved, maintained, retained and accessible within the approved physical or electronic repository appropriate to their use, sensitivity, and lifecycle rules associated to their record series.

9.1.1 Physical repositories include filing cabinets, binders, shelving units and storage rooms.

9.1.2 Electronic repositories include corporate-wide enterprise software systems such as the Enterprise Content Management System (Laserfiche software), Enterprise Resource Planning System (Great Plains/Diamond software), Customer Relationship Management System (Dynamics 365 software) and other line of business software (e.g. Land Manager, FMW, AIMS Parking). A list of all approved electronic repositories is maintained and updated jointly by the Clerk’s and Information Technology Divisions.

9.2 A repository accessible solely by an individual employee (i.e. email inbox, USB drive, computer desktop, text messages on smartphone) is not considered an appropriate or approved repository for records.

**10 RETENTION AND DISPOSITION**

10.1 Disposition is an integral part of the Township’s usual and ordinary course of business. Records are disposed of only when retention requirements have been satisfied in accordance with the Schedule and after the appropriate reviews and processes have been completed and managed through the Electronic Disposition Procedure (CLK-PRO-131) or Physical Disposition Procedure (CLK-PRO-132).

10.2 All records must be disposed of in a manner appropriate for the security and privacy requirements of the information contained in the records.

10.3 Transitory records can be disposed of when they are no longer useful as the Schedule does not apply to Transitory Records.

10.4 All disposition records are kept permanently by the Township as proof of destruction.

10.5 Metadata may be retained after the records they relate to have been disposed.

**KING TOWNSHIP  
CORPORATE POLICY  
RECORDS AND INFORMATION MANAGEMENT**



**POLICY NO.:**  
COR-POL-119

---

Clerk's Division	Issue Date:	9/27/2021
	Issue No.:	1
	Next Revision:	9/28/2026

---

10.6 Retention of inactive physical records, after completing their active phase within the department, are managed by the Clerk's Division in a centralized records repository system. Records are transferred from departments to the centralized records centre in accordance with the Transfer of Records Procedure (CLK-PRO-133).

**11 SUSPENSION OF DISPOSITION – RECORDS HOLD**

11.1 The Township Clerk has the authority to suspend scheduled record destructions when required to address legal requirements, current or potential litigation, compliance, audit or other issues as determined at their discretion. Any suspension or hold to the destruction of records is managed in accordance with the Suspension of Disposition – Records Hold Procedure (CLK-PRO-134).

11.1.1 When appropriate, the Township Clerk has the authority to restart scheduled record destructions when all issues have been addressed and/or resolved.

**12 ARCHIVAL RECORDS**

12.1 Archival records may be maintained despite the retention and disposition assigned to them in the Schedule and are to be transferred to an archive for preservation. The transfer process of archival records to an archive body is managed in accordance with the Transfer to Archives Procedure (CLK-PRO-135).

**13 USE OF ELECTRONIC AND IMAGED RECORDS**

13.1 Electronic records (including scanned imaged records) are acceptable as records, can fulfill evidentiary requirements, are an integral part of the Township's ordinary and usual course of business and are subject to the same legal, fiscal, regulatory, and operational requirements as physical records.

13.2 Emails can be classified as records and require proper management in accordance with the Email Management and Retention Policy Corporate Policy COR-POL-144 (*under development*).

**14 ELECTRONIC METADATA AND AUDIT TRAILS**

14.1 Metadata must be produced where possible at the time of records creation (i.e. when a record is made or received or stored to a repository) and forms an integral part of the record.

14.1.1 Metadata allows employees to understand and interpret the record. It also supports the assessment of the records trustworthiness, that is, its reliability, accuracy, and authenticity as evidence.

14.2 The capture of audit data, where applicable, shall always be on an ongoing basis, shall always be protected from alteration and loss, be collected into an audit trail and be generated automatically by the IT system. Access to audit trail data shall be approved by the Township Clerk and/or Manager of IT.

**KING TOWNSHIP  
CORPORATE POLICY  
RECORDS AND INFORMATION MANAGEMENT**



**POLICY NO.:**  
**COR-POL-119**

---

Clerk's Division	Issue Date:	9/27/2021
	Issue No.:	1
	Next Revision:	9/28/2026

---

**15 DIGITIZATION**

15.1 Routine digitization of paper records to electronic (imaged) records is an accepted business practice whereby the electronic record becomes the authoritative record and substitutes the need to retain the physical copy. This digitization practice is subject to adherence to the Digitization Standard attached as Appendix C to this Policy to ensure the authenticity, integrity, reliability, and ultimately legal defensibility of the electronic-only record.

15.1.1 Re-digitization of born-digital records shall be avoided whenever possible due to inherent losses in record quality and in business productivity.

15.2 Where vendors provide digitization services, the vendor shall complete quality assurance as contracted, and provide a certificate of assurance for all digitized records.

**16 OFFSITE RECORDS STORAGE**

16.1 Offsite repositories such as commercial records centres and cloud-based systems are expected to provide storage environments that comply with the requirements identified in this Policy and any other policy or procedure defined by the Township.

**17 AGENTS**

17.1 Agents are required to comply with this Policy and any other related policy and procedure as defined by the Township. This requirement is to be included in any agreement governing the relationship between the agent and the Township, including a requirement that the agent demonstrate proof of compliance. The Township will have a right to audit, inspect, document deficiencies, and approve actions to resolve any identified issues.

**18 DEPARTING EMPLOYEE RECORDS**

18.1 Departing employees must leave all records to their successor and/or supervisor in accordance with any policies and procedures defined by the Township. At minimum, departing employees must verify prior to their last day:

18.1.1 Records have been stored, transferred to an approved repository or destroyed based on their retention schedules;

18.1.2 Personal non-work related information that may have been stored electronically or physically has been destroyed;

18.1.3 Email records have been appropriately saved or destroyed;

18.1.4 A list of all records that the employee is responsible for maintaining has been prepared for transfer to the new employee; and

18.1.5 Passwords for protected files or storage mediums have been reset and/or transferred to the new employee.

**KING TOWNSHIP  
CORPORATE POLICY  
RECORDS AND INFORMATION MANAGEMENT**



**POLICY NO.:**  
COR-POL-119

---

Clerk's Division	Issue Date:	9/27/2021
	Issue No.:	1
	Next Revision:	9/28/2026

---

**19 RECORDS SECURITY AND ACCESS**

- 19.1 Records are made available internally only to those who require access.
- 19.2 Records containing personal information or other sensitive information must be securely stored, preventing unauthorized access through technical or physical access controls.
  - 19.2.1 A privacy breach is managed in accordance with the *Privacy Breach Administrative Policy ADM-POL-160* outlining steps that must be followed when a privacy breach is reported to ensure quick containment is accomplished and an investigation initiated to mitigate potential further breaches.
- 19.3 The Township will endeavour, where possible, to make records available to the public both through proactive means and through methods of routine disclosure and will develop policies and procedures to document these disclosure practices.
- 19.4 A Security Classification System has been established in the Schedule and specifies the level of protection required for each record series.
- 19.5 The granting of access and setting of security is established and managed through consultation with Clerk's and Information Technology Divisions.
- 19.6 Where there is a requirement for the safeguarding of recorded information, encryption may be used to improve the security and ensure the integrity of this information during transmission and storage.

**20 FILE NAMING CONVENTIONS**

- 20.1 The implementation of file naming conventions standardizes the way records are saved and assists with them being easily searched and accessed including the use of standard unique identifiers for case files and other information and data management.
  - 20.1.1 Refer to the *Standard Data Fields for Forms and Databases Administrative Policy ADM-POL-149* for further information and guidance.

**21 PROCEDURE DOCUMENTATION**

- 21.1 The Township Clerk shall document and maintain all RIM Program policies and procedures and ensure they are accessible.

**22 MONITORING, AUDITS & QUALITY ASSURANCE**

- 22.1 Periodic monitoring and audits of the RIM Program may be undertaken and established by the Township Clerk.
- 22.2 The Township will promote information quality by means of its policies, procedures and training and awareness initiatives.

**KING TOWNSHIP  
CORPORATE POLICY  
RECORDS AND INFORMATION MANAGEMENT**



**POLICY NO.:**  
COR-POL-119

---

Clerk's Division	Issue Date:	9/27/2021
	Issue No.:	1
	Next Revision:	9/28/2026

---

**23 CORPORATE TRAINING AND ASSISTANCE**

- 23.1 Training sessions and assistance is offered by the Clerk’s Division regularly on the following topics:
  - 23.1.1 Records and information management basics;
  - 23.1.2 Overview of the records classification and retention schedule;
  - 23.1.3 Security, privacy protection and access of records and information;
  - 23.1.4 Enterprise Content Management software;
  - 23.1.5 Records search, retrieval and storage;
  - 23.1.6 Digitization of records;
  - 23.1.7 Departmental records and information solutions;

**24 AMENDMENTS**

- 24.1 Any major changes that materially affect this Policy must be approved by Council. The Director of Corporate Services/Township may make minor or administrative amendments to this Policy and such changes shall be documented.

**25 RELATED DOCUMENTATION**

- 25.1 [Municipal Act, 2001, S.O. 2001, c. 25](#)
- 25.2 [Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1999, c. M. 56](#)
- 25.3 [Canada Evidence Act \(R.S.C., 1985, c. C-5\)](#)
- 25.4 [\(Ontario\) Evidence Act, R.S.O. 1990, c. E.23](#)
- 25.5 [Electronic Commerce Act, 2000](#)
- 25.6 [CAN/CGSB-72.34-2017 – Electronic Records as Documentary Evidence \(Canadian General Standards Board\)](#)
- 25.7 [Improving Access and Privacy with Records and Information Management, Information and Privacy Commissioner of Ontario \(November, 2016\)](#)
- 25.8 [FIPPA and MFIPPA: Bill 8 – The Recordkeeping Amendments \(December, 2015\)](#)
- 25.9 [The Municipal Freedom of Information and Protection of Privacy Act and Councillor’s Records](#)
- 25.10 [Privacy Breach Administrative Policy ADM-POL-160 \(Internal Link Only\)](#)
- 25.11 [Standard Data Fields for Forms and Databases Administrative Policy ADM-POL-149 \(Internal Link Only\)](#)
- 25.12 Appendix A – Glossary of RIM Program Definitions

**KING TOWNSHIP  
CORPORATE POLICY  
RECORDS AND INFORMATION MANAGEMENT**



**POLICY NO.:**  
COR-POL-119

---

Clerk's Division	Issue Date:	9/27/2021
	Issue No.:	1
	Next Revision:	9/28/2026

---

- 25.13 Appendix B – Roles and Responsibilities of the RIM Program
- 25.14 Appendix C – Digitization Standard
- 25.15 [Records Classification and Retention Schedule By-law 2019-089, Schedule A](#)
- 25.16 Electronic Records Disposition Procedure (CLK-PRO-131)
- 25.17 Physical Records Disposition Procedure (CLK-PRO-132)
- 25.18 Transfer of Records Procedure (CLK-PRO-133)
- 25.19 Suspension of Disposition – Records Hold Procedure (CLK-PRO-134)
- 25.20 Transfer to Archives Procedure (CLK-PRO-135)

**26 APPROVAL AUTHORITY**

<u>Council</u> <b>Authority</b>	<u>2021-091</u> <b>By-law</b>	<u>Original Signed</u> <b>Kathryn Moyle</b> <b>Township Clerk</b>	<u>September 27, 2021</u> <b>Date</b>
------------------------------------	----------------------------------	---	--



---

Clerk's Division	Issue Date:	9/27/2021
	Issue No.:	1
	Next Revision:	9/28/2026

---

## Appendix A

### Glossary of RIM Program Definitions

*This glossary provides a comprehensive set of definitions for the Township's RIM Program.*

1. **Active Phase** means the phase where a record is required on a more frequent basis and is typically retained and accessible in the originating department.
2. **Activity** means a narrower group of record types that often have common rules around retention and disposition.
3. **Agent** means any individual, volunteer, workgroup or organization responsible for, or involved in, record creation, capture and/or records management processes for the Township that is not directly employed by the Township. An Agent includes any third-party consultant, contractor and/or third-party vendor working under an agreement with the Township to provide goods and/or services.
4. **Archival Record** means a record that has been appraised for permanent retention because of its historical, fiscal, legal (including evidential), operational, or administrative value. The long-term value of the record justifies its preservation.
5. **Archival Selection** means a process whereby records are reviewed and either (a) retained for additional ten (10) years in the custody of the Township or; (b) transferred to the custody of the King Heritage and Cultural Centre (or other archival institution), where the records will either be selected for preservation as historical or destroyed.
6. **Archive** means a repository for archival records not managed by the Clerk's Division.
7. **Audit Data** means the history of each record and the associated metadata and is definitive proof that certain events and transactions occurred.
8. **Audit Trail** means log of system activities that enables the reconstruction, reviewing and examination of the sequence of activities relating to an operation, a procedure, or an event in a transaction.
9. **Classification** means the systematic identification and arrangement of business activities and/or records into categories accordingly to logically structured conventions, methods, and procedural rules, represented in a classification system.
10. **Convenience Copy** means a duplicate copy maintained in addition to the original file. A convenience copy is kept for reference purposes and is not used or relied upon as the official records of its actions, business transactions, policies and approvals.
11. **Destruction** means the process of eliminating or deleting records beyond any possible reconstruction. Destruction must be carried out by an approved and secured method such as shredding or in the case of electronic records, rendering them unreadable.

**KING TOWNSHIP  
CORPORATE POLICY  
RECORDS AND INFORMATION MANAGEMENT**



**POLICY NO.:**  
COR-POL-119

Clerk's Division	Issue Date:	9/27/2021
	Issue No.:	1
	Next Revision:	9/28/2026

12. **Digitization** means the action by which a device such as a scanner or camera is used to convert a physical record to an electronic record for use in a computer.
13. **Electronic Record** means any born digital file whereby information is created, used and retained in a form that only a computer can process and also includes any records converted from a physical record to an electronic record via a digitization process.
14. **Electronic Document and Records Management System (EDRMS) or Enterprise Content Management (ECM)** means the content management system that refers to the combined technologies of document management and records management as an integrated system.
15. **File Format** means the structure of a file that tells a program how to display its contents (e.g. Word, Excel, PowerPoint, PDF, etc.).
16. **Final Disposition** means how the records are disposed of at the end of the information lifecycle.
17. **Function** means a broad category of record types that have some similarities.
18. **Legal Hold** means a record being secured and not destroyed in the event of, or in anticipation of an audit, investigation, litigation or order by a decision making body or tribunal to examine or otherwise require the records as part of a proceeding or as evidence.
19. **Life Cycle** means the life span of a record from its creation or receipt throughout its active and inactive stage to final disposition.
20. **Inactive Phase** means the phase whereby records are still required but on a less frequent basis and can be stored in the Township's Records Centre.
21. **Metadata** means information about records, regardless of the medium, that is used to identify, describe, manage, authenticate, and access those records and is kept and used in the ordinary course of business by the records creator and is discoverable.
22. **Non-Record** means a type of record with no bearing on the organization's functions, operations or mandate. A non-record may be a general distribution item, reference book, published legislation from other governments, agencies or extra/convenience copies.
23. **Original File** means a record that is created or received, maintained, used and relied upon as the "Official Record." An original file provides evidence of the actions, business transactions, decisions, policies and approvals of the Township.
24. **Official Record** means the recorded information in any format or medium that documents the Township's business functions, activities, transactions, rights, obligations or responsibilities or records information that was created, received, distributed or maintained by the Township, and is in compliance with legal obligations.
25. **Optical Character Recognition (OCR)** means the mechanical or electronic conversion of electronic records containing typewritten or printed text, into machine-encoded/computer

**KING TOWNSHIP  
CORPORATE POLICY  
RECORDS AND INFORMATION MANAGEMENT**



**POLICY NO.:**  
COR-POL-119

Clerk's Division	Issue Date:	9/27/2021
	Issue No.:	1
	Next Revision:	9/28/2026

readable text.

- 26. **Personal Information Bank (PIB)** means records of individuals who are identifiable by home address, phone number, social insurance number (or other government issued number) and is protected under the Municipal Freedom of Information and Protection of Privacy Act.
- 27. **Physical Record** means the original physical record, and/or that was used to create the electronic record.
- 28. **Record** means any record of information, however recorded, whether in printed form, on film, by electronic means, or otherwise defined in the *Municipal Freedom of Information and Protection of Privacy Act*.
- 29. **Record Series** means a group of related records that are normally used and filed together.
- 30. **Records Management** means the process of planning, organizing, directing, and controlling all the steps involved in the life cycle of records.
- 31. **Retention Period** means the length of time each record series is to be kept.
- 32. **Retention Schedule** means a time table, which controls the availability and retention of the information such as Active, Inactive and Final Disposition. Records retention schedules serve as the legal authorization for the disposal of Township records.
- 33. **Signing Authority** means the Director or their designate, with the authority to approve and sign-off on the Destruction Authorization Certificate for the destruction of records originating from their department.
- 34. **Township Clerk** means the clerk appointed by the municipal council, and their designate(s).
- 35. **Transitory Record** means a record that is useful for only a short period of time and has minor importance by; not being required to meet statutory obligations, set policy, establish guidelines or procedures, certify a transaction, commit the Township to an action, become a receipt or provide evidence of legal, financial, operations or other office requirements by the Township. Transitory records may include, but are not limited to: personal email, drafts, unsolicited advertising, convenience copies of originals, or matters not related to the business of the Township.
- 36. **Trigger Event** means the action that kicks-off the start of the retention period and can vary depending on the type of record. Trigger events can be based on the current year (CY) or some event based/termination activity (expiry of an agreement or closure of a project).
- 37. **Vital Record** means a record that is essential to resume or continue the operations of an organization after an emergency; those necessary to recreate the corporation's legal and financial position; and/or those necessary to preserve the rights of the corporation, its employees, customers, and ratepayers.

---

Clerk's Division	Issue Date:	9/27/2021
	Issue No.:	1
	Next Revision:	9/28/2026

---

## **APPENDIX B**

### **Roles and Responsibilities of the RIM Program**

- 26.1 **All Employees** have the responsibility to:
  - 1.1.10 Ensure that all records they create or receive that are used to support a Township function or to conduct Township business are maintained and preserved as required by this Policy, applicable procedures and the Records Classification and Retention By-law;
  - 1.1.11 Recognize that records maintained by the Township have value;
  - 1.1.12 Create and maintain records whenever it is necessary to document, support or direct key decisions;
  - 1.1.13 Understand and apply records and information management, security, confidentiality, and privacy protection policies, standards, and practices;
  - 1.1.14 Identify official and transitory records and manage them in such a way that it provides concise, accurate, and complete evidence of decisions, transactions, and activities, regardless of communication methods; and
  - 1.1.15 Store records in the appropriate physical or electronic repositories.
- 26.2 **Directors, Managers and Supervisors** have the responsibility to:
  - 1.1.16 Ensure employees are trained to carry out their records and information management obligations;
  - 1.1.17 Recommend retention periods relating to records in their business unit's custody or control to ensure the schedule meets the business unit's operational requirements;
  - 1.1.18 Approve departmental records destruction requests;
  - 1.1.19 Work with the Clerk's Division to ensure policies and procedures are applied;
  - 1.1.20 Ensure departing employees, where possible, have completed all RIM requirements and take steps to verify their completion; and
  - 1.1.21 Inform the Township Clerk of breaches of records management policy (e.g. damage, theft, misuse, privacy complaints or unauthorized disposition of records).
- 26.3 **Manager of Legislative Services & Deputy Clerk, Records Manager and Corporate Information Coordinator** have the responsibility to:
  - 1.1.22 Administer and coordinate the RIM Program;
  - 1.1.23 Recommend, implement, monitor and audit the RIM Program;

**KING TOWNSHIP  
CORPORATE POLICY  
RECORDS AND INFORMATION MANAGEMENT**



**POLICY NO.:**  
COR-POL-119

---

Clerk's Division	Issue Date:	9/27/2021
	Issue No.:	1
	Next Revision:	9/28/2026

---

- 1.1.24 Provide guidance and direction for retrieval services for inactive physical records;
  - 1.1.25 Identify the tools to provide facilities and employees the necessary support for records and information management services (e.g. transfers, retrieval, disposition);
  - 1.1.26 Design and implement procedure manuals and supporting documentation;
  - 1.1.27 Develop and maintain the corporate ECM in partnership with Information Technology Division;
  - 1.1.28 Facilitate the development, maintenance and improvement of records keeping solutions, tools and systems; and
  - 1.1.29 Maintain and update the Records Classification and Retention Schedule.
- 26.4 The **Information Technology Division** has the responsibility to:
- 1.1.30 Provide technical support for the installation, maintenance and upgrading of records and information management software and related programs to ensure compliance and access within the Township’s networked systems;
  - 1.1.31 Ensure the security and integrity of all electronic repositories; and
  - 1.1.32 Consult with the Clerk’s Division on the implementation of software, primarily as it relates to the functions and capabilities for records and information management.
- 26.5 The **Director of Corporate Services & Township Clerk** has the responsibility to:
- 1.1.33 Provide leadership for the corporate-wide implementation of the RIM Program and its policies, standards, strategic planning, training and quality assurance as an integral part of the organization’s usual and ordinary course of business; and
  - 1.1.34 Make recommendations to the Senior Leadership Team and Council regarding additional RIM policy requirements.

---

Clerk's Division	Issue Date:	9/27/2021
	Issue No.:	1
	Next Revision:	9/28/2026

---

## **APPENDIX C**

### **Digitization Standards**

These standards provide the process and direction needed to create electronic records that are sufficiently authentic, trustworthy, and reliable to serve as Township records. This standard will allow for the suitable management of these records as official Township records and permit the disposal of the physical record to be replaced with the digitized record as the official Township record to be retained in a records repository.

#### **Quality Control**

Quality control occurs during and immediately after digitization to ensure that the digitized record mirrors the physical record. Errors can occur due to scanner misfeeds or poor-quality physical records. The digitization process must create sufficiently high-quality digital substitutes of physical records so that the digital substitute will serve ongoing business needs as well as unanticipated future requirements.

#### **Digitization Quality Steps**

- Count the number of pages to ensure the same number of pages of the digital record matches that of the physical record;
- Ensure images are in correct order;
- Ensure page alignment is correct (portrait/landscape), rotation, skew, proportions, distortion and cropping;
- Check for completeness and accuracy of detail (e.g. text clarity, sufficient capture of punctuation marks);
- Check for scanner generated speckle;
- Check for density of solid black areas – an example may be areas where the physical record has highlighted text;
- When digitizing in colour ensure colour is accurately captured;
- Check digitized record quality;
- When compressing a record, ensure the quality is sufficient to meet business needs;
- Ensure metadata is complete and accurate;
- Enable optical-character-recognition software.

Digitized records are required to meet the above criteria if they are intended to become the authoritative copy of the record. These criteria will assist to promote the authority, integrity, and thereby legal defensibility of the electronic-only record.