

OP2220 LIBRARY REFERENCE, RESEARCH AND INSTRUCTIONAL SERVICES

Records documenting reference, research and instructional services provided by the University libraries.

Include services at reference/information desks as well as by e-mail, live chat, telephone or fax. Also include the library's instruction programs and workshops for both Queen's patrons and non-Queen's patrons.

Example documents: correspondence.

Correspondence includes paper, email and other electronic communication.

OPR - University Librarian or Library Unit Head

(Unless otherwise assigned, see below)

NO.	TYPE OF RECORD	Active yr(s)	Semi-Active	Dis-position	Personal Info
31	Instructional / Education Services	ET + 2	0	D	NO
<i>Records documenting the instructional / education services provided by Queen's Libraries. Includes information literacy courses, workshops, Qlearn Certificate program etc. Also includes librarians' work with faculty to provide support and course-related instructional sessions.</i>					
<i>ET Definition: Information superseded or no longer needed.</i>					
32	Reference / Research Services Files	AY + 1	0	D	NO
<i>Records documenting the reference / research services provided by Queen's Libraries, such as literature reviews, reference exchange at reference/information desk as well as by email, live chat, telephone or fax.</i>					

GLOSSARY

FY = Fiscal Year (May 1 to April 30)

AY = Academic Year (September 1 to August 31)

CY = Calendar Year (January 1 to December 31)

ET = Event Trigger

OPR = Office of Primary Responsibility

DP = Special Disposition Plan

AR = Transfer to Archives

D = Destroy / Delete

PIB = Personal Information Bank