

Support Program & Volunteer Resources

Record Retention Practices

Updated 3/5/21

**Purpose:** To identify the retention and disposal of volunteer related data, both digital and paper, containing volunteer information managed by the Volunteer Resources staff.

**Responsibilities:** These practices fall to the Volunteer Engagement Specialist and the SPVR Administrative Assistant.

**Update 3/5/21** regarding all of these procedures. It has been determined that we will NOT scan any additional documents. Paper copies of the volunteer Application and Youth Protection Policy Checklist will be kept with the volunteer’s paperwork until a decision is made regarding a new volunteer management database. Background Bureau background check results will also be kept in paper format. Moving forward, volunteer background checks conducted through Sterling Volunteers will not need to be printed – year end audit procedures will capture data for record keeping.

**ON-GOING VOLUNTEERS**

**New Volunteers**

1. **Digital:** Scan volunteer application, screening form and background check results. Also include if applicable references, proof of vehicle insurance, and Paws to Read documents. Attach all scanned documents to volunteer record.
2. **Paper**: File all new volunteer documents with active volunteers.

**Monthly Tasks**

1. **Digital:** Backup all digital data maintained within Volgistics during the first week of each month. The procedures can be found here: [P:\SPVR\Procedure Manual - Departmental\Volgistics](file:///P:\SPVR\Procedure%20Manual%20-%20Departmental\Volgistics).
2. **Digital:** 90 Day Report: The process of reviewing volunteer records for any inactivity greater than 90 days and changing the record from active to inactive. Procedures to run the 90 Day Report are under separate documentation including the handling of paper documents. This procedure can be found in P:\SPVR\Procedure Manual – Departmental.

**Annual Maintenance**

Maintenance will be completed in October so that the data set will be clean prior to the generation of annual reporting data.

1. Inactive Records
   1. **Digital:** Delete records that have been inactive for 3 years or more with zero lifetime hours. Before deleting, generate a report of these volunteers for the purpose of finding their application/screening paperwork.

Paper: Remove and shred all paperwork for these volunteers.

* 1. **Digital:** Archive any volunteer record that has been inactive for 3 years or more since the last date of activity with any number of lifetime hours.

Paper: Confirm the paper documents for these volunteers have been scanned, and the paper file has been moved to inactive storage. Note: This should have already been completed as part of the 90 Day Report cycle.

Note: We selected 3 years so returning summer teens and Seed Library volunteer records could be easily reactivated without moving paper files between active and inactive storage.

1. Archived Records
   1. On Hold Paper: Remove and shred paperwork older than 7 years as long as documents have been scanned and added to volunteer record.
   2. **Digital:** Confirm that …. Remove archived records regardless of assignment when there are zero lifetime hours. If archiving procedures above are being followed, there should not be any records with zero lifetime hours in archived data.

Future Considerations for when archived space is running low:

1. **Digital:** Remove any archived records older than 7 years, keeping book sale volunteers.
2. **Digital:** Remove book sale records that are older than 7 years with less than 200 hours of service in the book sale. Book sale volunteer records with more than 200 hours are being kept as a historic record for honorary book tiles.

Note: We selected 7 years because the volunteer would have been inactive for at least a total of 10 years: 3 years inactive in “live data” + 7 years in “archived data” with no additional volunteer hours.

**SHORT-TERM VOLUNTEERS – GROUP MEMBER**

**Digital:** Upon completion of group projects, enter the Group Leader information into Volgistics, with corresponding group statistics. Scan the leader’s short-term application and, if available the group sign-in sheet.

**Paper:** Keep paper records of the group member short-term applications for no less than 24 months. Remove and shred in October with annual clean-up.

**SHORT-TERM VOLUTNEERS – NON GROUP MEMBER**

**Digital:** Enter the volunteer information in Volgistics, scan short-term application and attach to record.

**Paper:** Keep the short-term application for no less than 24 months. Remove from storage and shred in October with annual clean-up. These documents can be stored by Month and Year in preparation for purging them.

**TIME SHEETS & *OOPS!* FORMS**

**Paper:** Once volunteer hours have been entered in Volgistics these forms can be thrown away.

Note: For situations, such as rent remission programs, Job Study, etc., time sheets should be maintained with the volunteer’s paperwork for 24 months.

**SPECIAL SITUATIONS**

Volunteer Injury Report: In the event an injury report is filed involving a volunteer, *all* volunteer paperwork will be kept indefinitely in a separate storage location in the SPVR office.