

17. A sample of index cards selected at random indicates that the quality and depth of indexing falls far short of a satisfactory standard. Examples, among a great many, are:

- indexing of administrative material contrary to established procedure
- a letter from Nairobi discussing student dissatisfaction as an indication of political difficulty for the local regime indexed under "Nairobi - University".
- a telegram from Rome discussing the sale of destroyers to Yugoslavia indexed as "Rome, Destroyers".
- a paper discussing policy on water exports indexed as "Environment Canada".

18. Many communications received by the Department, such as requests for information and organized petition material are processed through the classification and indexing procedures. While the analyst need only scan and indicate a file number for each item, the total volume of work involved is considerable. If such material were identified immediately on receipt, it could by-pass the indexing operation and thereby reduce the workload of the analysts with consequential improvement in the quality of the indexing operation.

FILE SCHEDULING, STORAGE AND RETRIEVAL

19. The scheduling of a file is the assignment of the period of time that is to be held at various levels of availability pending its ultimate disposal. Schedules for departmental files were developed in liaison with the users. These were submitted to and approved by the Dominion Archivist. In general, schedules involve two periods of time starting from the date the volume is closed: the first being the length of time the file will be held by the Department; the second being the length of time the file is to remain intact until its ultimate disposal, which may be complete destruction, or indefinite retention, as determined by the Dominion Archivist.

20. Records Management Division maintains substantive files in Randtrievers, in a Dormant Records area, and its administrative and consular files in a sub-registry.

The Randtriever holds:
 17,000 active files (file titles)
 6,800 closed volumes of active files and
 1,000 dormant files (overflow from the Dormant Section).

New volumes are being opened at the rate of 400 each month.

21. The dormant files occupy an area of 1500 square feet on the ground floor of Tower "A". Approximately 12,000 file folders are held in the dormant file storage area. The Dormant Files Unit is also responsible for liaison with Public Archives Records Centre (PARC) at Tunney's Pasture and all requests for closed volumes, whether held by ACR or by PARC are serviced by the Dormant Files Unit. It is estimated that the number of requests each month averages 500 for files held locally and 500 for files held at Tunney's Pasture.