

DOCUMENT REVISION HISTORY

Date	Description of Change	By	Version
1985-12-31	LTO Practice Bulletin No. 0285	Province of BC	1985
1995-04	LTO Practice Bulletin No. 0295 Restatement of LTO Practice Bulletin No. 0285 to clarify that direct access privileges do not include bulk searching privileges (reflects principles of FOIPPA).	Province of BC	Disseminated 1995-06-08
2005-03-31	LTO Practice Bulletin No. 0105	Province of BC	
2005-05-27	LTO Practice Bulletin No. 0105 Restatement of LTO Practice Bulletin No. 0285 as amended by LTO Practice Bulletin No. 0295. Supersedes Practice Bulletin 0105 dated March 31, 2005.	I. Smith, Director and Registrar of Land Titles, LTSA	
2006-10-27	First version of LTSA Direct Access to Operational Records Policy established.	G. Archbold, President and CEO, LTSA	Version 1.0 Signed 2007-01-10
2010-01-25	Housekeeping amendments: <ul style="list-style-type: none"> • clarify registry vs register language • change position title for designated Privacy Officer • ARCS file classification update 	G. Archbold, President and CEO, LTSA	Version 2.0 2009-11-25
2011-03-16	Revised for compliance with <i>Freedom of Information and Protection of Privacy Act</i> .	G. Archbold, President and CEO, LTSA	Version 3.0 2011-03-16
2017-04-01	Revised in relation to the LTSA's Privacy Management Program.	C. Fair President and CEO, LTSA	Version 4.0

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1. PURPOSE AND SCOPE

This statement establishes the LTSA's policy and procedures respecting the authorization of individuals to enter restricted areas in Authority offices to physically search, inspect and copy operational records.

This statement applies to direct access to operational records in the Authority's Land Title Offices and the Surveyor General's Office.

This policy does not limit or fetter the legislative authority of the registrar under the *Land Title Act*, RSBC 1996, Chapter 250.

2. BACKGROUND

The privilege of 'going behind the counter' and searching LTSA records has traditionally been given to lawyers, notaries public and land surveyors as a matter of professional courtesy. Over the years, this privilege has been extended to title search agency employees, certain other researchers and specified public servants.

Admittance to areas behind the counter in LTSA offices is a privilege based on courtesy and trust, rather than a right. In recent years, those enjoying this privilege frequently outnumber LTSA office employees in daily attendance. Under these circumstances, issues respecting records security, personal information protection and revenue administration have become increasingly difficult to manage. This policy provides a basis for managing those issues while continuing to provide direct access to LTSA records for eligible parties.

3. REFERENCES

This policy statement is consistent with the following references.

- *Land Title Act*, notably sections 38, 377 and 384.
See http://www.qp.gov.bc.ca/statreg/stat/L/96250_00.htm
- *Freedom of Information and Protection of Privacy Act*.
See http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00
- LTSA Corporate Policy Statement on "Corporate Strategic Records Management and Access Policy".

4. DEFINITIONS

Appraiser – A person who is: (1) a member in good standing of the Appraisal Institute of Canada having an AACI or CRA designation; or (2) a professional member in good standing of the Real Estate Institute of British Columbia.

Authority – The Land Title and Survey Authority of British Columbia.

Direct Access Privileges – The privilege the Director of Land Titles or Surveyor General grants to accredited parties to enter restricted areas in LTSA offices to personally search, inspect and copy operational records.

Fiscal Year – The 12-month period ending on March 31st of any year.

Governing Body – The Law Society of British Columbia; the Society of Notaries Public of British Columbia; the Association of British Columbia Land Surveyors; the Appraisal Institute of Canada; or the Real Estate Institute of British Columbia; as the context requires.

Government Agency – The Provincial government; a provincial Crown corporation; a municipal or other local government; the federal government; or a board or agency established by the provincial government or the federal government.

Operational Records – Records, including historic records, that relate to the operations and services of the Authority's Land Title Division and the Surveyor General Division, and include:

- (1) those records which are defined as "records" under section 1 of the *Land Title Act*, and which include registers, books, indices, drawings, plans, instruments and other documents or any part of them registered, deposited, filed or lodged in a land title office; and
- (2) those records listed at Schedule B of the Transfer Agreement dated January 20, 2005 between the Province of BC and the LTSA, which are necessary for the Surveyor General Division to carry out the survey management functions for which the authority is responsible including processing applications which involve various types of survey plans such as:
 - a. an accretion or natural boundary adjustment;
 - b. inclusion of an area that may not be included in an original Crown Grant;
 - c. ownership of an area of land covered by water; or
 - d. approval of a *Land Act* survey to enable a Crown land disposition.

The majority of LTSA's records relating to its registry functions are available online; information on private land titles is accessible to professionals through BC Online and information on Crown land surveys can be obtained by professionals through government portals (see <http://www.ltsa.ca/records/introduction#survey>). This policy focuses on records that have not yet been released or made available from a publicly accessible electronic internet portal, and includes records that exist in hardcopy, digital, microfilm or microfiche format.

Professional Agency – a sole proprietor who is, or a firm whose members are, engaged in the practice of their profession under the *Legal Profession Act*, *Notaries Act* or *Land Surveyors Act*.

Registrar – The Registrar of Titles in each of the Authority's Land Title Offices, and includes an official designated by the registrar to administer this policy or any part of it.

Restricted Areas – An area of an Authority office designated by the Director of Land Titles or the Surveyor General as off-limits to unauthorized access.

Sponsor – An eligible person that arranges for direct access privileges for their employees.

Surveyor General – The LTSA official responsible for BC's cadastral survey system, and includes an official designated by the Surveyor General to administer this policy or any part of it.

Title Search Agency – A person, firm or corporation whose business is to attend at LTSA offices for the purpose of searching, inspecting and copying records as an agent for a principal.

5. POLICY OBJECTIVES

Records Security and Integrity – Protect the security and integrity of operational records.

Partnership – Facilitate the opportunity for third-party service providers and other users to gain direct access to LTSA operational records, thus freeing LTSA staff to concentrate on providing timely core services.

Personal Privacy Protection – Ensure compliance with BC's *Freedom of Information and Protection of Privacy Act* respecting the collection, use and disclosure of personal information in operational records.

Fee Recovery – Ensure that fees payable for searching and copying operational records are accounted for and recovered from persons with direct access privileges.

6. ACCREDITATION REQUIRED

- (a) Persons other than LTSA employees, or government employees for legitimate government purposes, may not enter restricted areas in Authority offices to search operational records unless they are accredited to do so according to the provisions of this policy.
- (b) The registrar of each land title office and the Surveyor General are responsible for administering the accreditation procedure defined in this policy for their respective offices. The registrar or the Surveyor General may delegate this responsibility to another official in their offices.

7. ELIGIBILITY FOR ACCREDITATION

The following persons are eligible to apply for direct access privileges:

- (a) A lawyer, notary public, British Columbia land surveyor or appraiser who is in good standing with his or her respective governing body.
- (b) An employee of a title search agency, professional agency or government agency who is sponsored by his or her employer in accordance with this policy.
- (c) Any other person who, in the opinion of the registrar or Surveyor General, requires regular access to the Authority's operational records for a purpose that, in the case of land title office operational records, is consistent with the *Land Title Act* and, in the case of

Surveyor General operational records, is related to a conveyance, legal survey research, historical research or related purpose.

8. ACCREDITATION PROCEDURE

- (a) Persons seeking to sponsor their employees for direct access accreditation must submit written application using the application form in Appendix 1. Individuals seeking direct access accreditation must submit applications using the application form in Appendix 2.
- (b) The registrar or Surveyor General, or their designates, will respond to applications for direct access privileges in a timely way and may, in his or her sole discretion, approve applications where the terms and conditions of accreditation (see section 9 below) are met.
- (c) Where LTSA operational records access is requested, a permanent 'direct access pass', in the form of an identification badge, will be issued to an individual where accreditation has been granted to that individual. The registrar may issue a daily or temporary pass to accredited individuals who are infrequent users of land title records. Daily access passes expire at 4:00 pm on the day of issuance, or any other time that day specified by the registrar. A temporary day pass may be issued to an individual who forgets his or her permanent direct access pass, subject to presenting satisfactory identification.

Note: In cases where the Surveyor General operational records are located in a separate vault space, accredited persons will be required to sign-in at each visit to obtain an electronic security pass which must be returned upon sign-out.

- (d) Direct access passes expire at the end of the fiscal year for which they have been issued. They may be renewed for successive fiscal years upon written application using the forms in Appendix 1 or 2, as the case may be.
- (e) Where a permanent direct access pass issued by a registrar is lost or destroyed, the registrar will provide a replacement on receipt of a written request from the pass holder and payment of a \$25 administration fee, or such other amount set by the Authority's by-laws.
- (f) The registrar or Surveyor General, as the case may be, may grant direct access privileges to an individual on an ad hoc basis, provided the individual is supervised by a staff person.

9. TERMS AND CONDITIONS OF ACCREDITATION

A direct access pass entitles the pass holder to access during office hours to operational records in the LTSA office for which the pass has been issued, subject to the following terms and conditions:

- (a) Direct access passes must be worn or prominently displayed by the pass holder at all times.
- (b) Passes are not transferable to another person.

- (c) A permanent direct access pass issued by the registrar or the Surveyor General remains the property of the Authority and shall be returned to the registrar or Surveyor General: (1) on expiry of the pass unless renewed earlier; or (2) immediately, upon cancellation of the direct access user's privileges.
- (d) Direct access privileges of an employee (or contractor and their approved subcontractors) who is sponsored by their employer are cancelled when he or she ceases to be employed by his or her sponsor. Where an employee leaves the employment of his or her sponsor, the sponsor must provide written notification of this fact to the registrar or Surveyor General, as the case may be, and return the employee's direct access pass.
- (e) Pass holders must safeguard the Authority's operational records and not remove, alter, deface or destroy them. They must return records to their original location upon completion of use. They must observe Authority guidelines for care and handling of operational records as set out in Appendix 3.
- (f) Records searching is limited to 'title by title' or 'document by document' investigation for the purpose of land title and survey transactions and research. Searching operational records to obtain information other than that required for land title and survey transactions and research is not permitted.
- (g) Pass holders must account for and pay fees for searches, services and copies, as required by statute, the LTSA fees bylaw and this policy. Fees are payable not later than noon on the next business day following the day on which the search was conducted or the service obtained. Each direct access user or sponsor shall prepare a written statement of the number of non-computer searches conducted and services obtained each day and deliver it together with payment of the required fees to the LTSA staff member designated for that purpose. Where copy card readers are available, fees for copies of documents and plans must be prepaid by the pass holder or the sponsor.
- (h) Pass holders must follow any additional restrictions or guidelines respecting records access or handling that the registrar or Surveyor General may establish for a particular office, including any access limitations to fragile or sensitive records.
- (i) The LTSA requires Commercial General Liability insurance coverage of at least \$2 million for all persons who occupy dedicated work space in the LTSA's offices. A Certificate of Insurance (General Liability) indicating at least \$2 million coverage per occurrence is required to be provided as a condition for receiving direct access to the operational records.

10. COMPETENCE OF DIRECT ACCESS USERS

- (a) The registrar or Surveyor General may refuse to:
 - Accredit a sponsor that has not established an employee training program that, in the opinion of the registrar or Surveyor General, is sufficient to train the employees on LTSA policies, rules, procedures and guidelines respecting access to records; and

- Confer direct access privileges upon an employee of a sponsor unless the employee has, in the opinion of the registrar or Surveyor General, successfully completed the training program and the employee meets the requirements of this policy.
- (b) The registrar or Surveyor General may confer provisional or conditional direct access privileges to an employee of a sponsor while the employee is in the sponsor's training program. Provisional or conditional direct access privileges expire 60 days after the date that the privileges were conferred.
- (c) If the registrar or the Surveyor General determines that an individual lacks sufficient experience or knowledge of LTSA operational records policies and practices, direct access privileges may be refused or revoked.

11. COMPLIANCE AND ENFORCEMENT

- (a) If a direct access pass holder fails to comply with the terms and conditions specified in section 9 of this policy, the registrar or Surveyor General may, in his or her sole discretion, temporarily suspend, permanently cancel or impose conditions on the accreditation of the pass holder, his or her sponsors (if any), and all other direct access users employed by that sponsor (if any).
- (b) Notwithstanding section 11(a) above, where a fee payable by a direct user remains unpaid after its due date, the privileges of the direct access user, his or her sponsor (if any) and all other direct access users employed by the sponsor (if any) in the LTSA office in which the fees are payable are automatically suspended until outstanding fees have been paid. Where a suspension for non-payment of fees exceeds 20 calendar days, the privileges of the direct access user, his or her sponsor (if any) and all other direct access users employed by the sponsor (if any) shall, on written notice to those persons, be cancelled in all LTSA offices.
- (c) Where a suspension or cancellation occurs, the registrar or Surveyor General may notify in writing the governing body of that user or sponsor of the reasons for the suspension or cancellation.

APPENDIX 1. SPONSOR'S APPLICATION FOR DIRECT ACCESS TO LTSA OPERATIONAL RECORDS

Part A. (To be completed by a sponsor seeking accreditation for an employee(s) or contractor(s) and their approved subcontractor(s) for direct access privileges.)

LTSA Office for which accreditation is sought: _____

Sponsor's Name: _____

Nature of Sponsor's Business: _____

Mailing Address: _____

City: _____ Postal Code: _____ Telephone: _____

The above-named sponsor requests accreditation for direct access privileges for those persons listed below and the sponsor agrees to comply with the LTSA Direct Access to Operational Records Policy and the terms and conditions for direct access privileges identified below in 'Part C. Sponsor Terms and Conditions'.

Date: _____ Authorized Signatory: _____

Printed Name and Title: _____

Part B. (List employees or subcontractors being sponsored. If more space needed, please use separate sheet.)

If the LTSA collects personal information (as defined in the *Freedom of Information and Protection of Privacy Act*) in connection with this application:

- (a) the purpose of collecting such information is to consider this application and provide services and the collection is authorized under section 26(c) of the *Freedom of Information and Protection of Privacy Act*;
- (b) the LTSA will use and disclose such information only for the purpose of considering this application and providing services; and
- (c) the LTSA will manage such information in compliance with the *Freedom of Information and Protection of Privacy Act* and the [LTSA's Personal Information Protection Policy](https://ltsa.ca/about-ltsa/governance), which policy is posted at: <https://ltsa.ca/about-ltsa/governance> and includes the contact information of the person in the LTSA who can answer questions about the collection of such information.

Each of the undersigned hereby:

- (a) consents to the Land Title and Survey Authority of British Columbia collecting, using and disclosing personal information about him or her solely for the purpose of considering this application and providing services;

- (b) acknowledges that the consent in paragraph (a) must be given prior to this application being processed; and
- (c) acknowledges having read and agrees to observe and comply with the [LTSA Direct Access to Operational Records Policy](https://ltsa.ca/about-ltsa/governance), which policy is posted at <https://ltsa.ca/about-ltsa/governance> and the terms and conditions for direct access privileges printed in "Part D. Employee or contractor(s) and their approved subcontractor(s) Terms and Conditions" identified below.

Name	Signature

For LTSA Use Only:

Accreditation Approved (Yes or No): _____ Pass Issued (Yes or No): _____

Date: _____ Authorized Signatory: _____

Printed Name and Title: _____

Part C. Sponsor Terms and Conditions

The sponsor named above, hereby represents that its employees named above require, for a land title or survey research purpose, the direct access privileges for which the sponsor and the above-named employees apply and, as a condition of obtaining direct access privileges for its employees and contractors (and/or approved subcontractors) named above, the sponsor acknowledges and agrees to the following terms and conditions.

- (a) To observe and comply with the 'Direct Access to Operational Records Policy' of the Land Title and Survey Authority.

- (b) To ensure that each employee of the sponsor for whom direct access privileges are sought is fully aware of the requirements of the 'Direct Access to Operational Records Policy' and the responsibilities and duties it imposes on the sponsor and the sponsor's employees or contractor(s) and their approved subcontractor(s) who are granted direct access privileges.
- (c) To provide employees with training on LTSA policies, bylaws, procedures and guidelines respecting LTSA operational records and access to operational records.
- (d) To provide adequate supervision to the sponsor's employees or contractor(s) and their approved subcontractor(s) while they are attending at the LTSA office.
- (e) To ensure that direct access users employed by the sponsor accurately account and pay for all fees for searches, copies and other items and services payable under the *Land Title Act* and the bylaws of the LTSA.
- (f) To comply with any other procedures or requirements that may be established by the registrar or Surveyor General to ensure records security and integrity.
- (g) That it is accountable to the LTSA for the acts and omissions of its employees, including for any breach of the terms or conditions on which direct access privileges are granted to its employees under the 'Direct Access to Operational Records Policy' of the LTSA.

Failure to comply with these terms and conditions may result in a suspension or cancellation of the privileges granted.

Part D. Employee Terms and Conditions

Each of the employees or contractor(s) and their approved subcontractor(s) named in Part B above hereby represents that he or she requires for a land title or survey related purpose, the direct access privileges for which application is made and, as a condition of obtaining direct access privileges, acknowledges and agrees to comply with all terms and conditions of accreditation as identified in the LTSA's 'Direct Access to Operational Records Policy', including the following terms and conditions.

- (a) To search, inspect and copy LTSA operational records only for a purpose related to a conveyance or research related to land titles and survey plans and field notes.
- (b) To safeguard the records of the LTSA and not remove, alter, deface or destroy any of them.
- (c) To return records to their original location upon completion of use and follow the Authority's guidelines for care and handling of operational records.
- (d) To accurately account and pay for all fees for searches, copies and other items or services payable under the *Land Title Act* and the fees bylaw of the LTSA.
- (e) To comply with any other procedures or requirements that may be established by the Director of Land Titles or Surveyor General to ensure records security and integrity.
- (f) Without limiting your obligations or liabilities under this application and at your own expense, you will purchase and maintain on an annual basis the following insurances with insurers licensed in Canada:
 1. Commercial General Liability in an amount not less than \$2,000,000 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:
 - i. include the LTSA as an additional insured,
 - ii. be endorsed to provide the Authority with 30 days' advance written notice of cancellation or material change, and
 - iii. include a cross liability clause;
 2. All insurance described in this application must:
 - i. be primary; and
 - ii. not require the sharing of any loss by any insurer of the LTSA.
 3. You must provide to the LTSA, together with your application:
 - i. evidence in the form of a completed certificate of insurance of all required insurance; or
 - ii. certified copy of the required policy.

Failure to comply with these terms and conditions may result in a suspension or cancellation of the privileges granted.

APPENDIX 2. INDIVIDUAL'S APPLICATION FOR DIRECT ACCESS TO LTSA OPERATIONAL RECORDS

Note: This application form is for individual lawyers, notaries public, land surveyors, appraisers, sole proprietor title search agents or other eligible professionals seeking direct access privileges at LTSA offices.

LTSA Office for which direct access pass is sought: _____

Applicant's Name: _____

Applicant's Firm / Company Name: _____

Mailing Address: _____

City: _____ Postal Code: _____

Telephone: _____

If the LTSA collects personal information (as defined in the *Freedom of Information and Protection of Privacy Act*) in connection with this application:

- (a) the purpose of collecting such information is to consider this application and provide services and the collection is authorized under section 26(c) of the *Freedom of Information and Protection of Privacy Act*;
- (b) the LTSA will use and disclose such information only for the purpose of considering this application and providing services; and
- (c) the LTSA will manage such information in compliance with the *Freedom of Information and Protection of Privacy Act* and the [LTSA's Personal Information Protection Policy](https://ltsa.ca/about-ltsa/governance), which policy is posted at: <https://ltsa.ca/about-ltsa/governance> and includes the contact information of the person in the LTSA who can answer questions about the collection of such information.

The undersigned hereby:

- (a) consents to the Land Title and Survey Authority of British Columbia collecting, using and disclosing personal information about him or her solely for the purpose of considering this application and providing services.
- (b) acknowledges that the consent in paragraph (a) must be given prior to this application being processed, and
- (c) acknowledges having read and agrees to observe and comply with the [LTSA Direct Access to Operational Records Policy](https://ltsa.ca/about-ltsa/governance), which is posted at: <https://ltsa.ca/about-ltsa/governance> and the Terms and Conditions identified below.

<p style="text-align: center;">Lawyer, Notary Public, BC Land Surveyor, Appraiser</p> <p>I certify that I routinely attend the above-named LTSA office and I will, as a condition of obtaining a direct access pass, observe and comply with the terms and conditions printed below.</p> <p>Please ensure that a copy of your current membership card in the Law Society of British Columbia, The Society of Notaries Public, The Association of British Columbia Land Surveyors, The Real Estate Institute of British Columbia, The Appraisal Institute of Canada, as the case may be, accompanies this application.</p> <hr/> <p>Signature of Applicant</p> <hr/> <p>Date</p>	<p style="text-align: center;">Sole Proprietor, Title Search Agency or Other Professional</p> <p>I certify that I am engaged in the business of searching titles or conducting land title and survey-related research and that I have no employees accredited under the LTSA's 'Direct Access to Operational Records Policy' and, in consideration of becoming accredited under that policy and obtaining a direct access pass, will observe and comply with the terms and conditions printed below.</p> <hr/> <p>Signature of Applicant</p> <hr/> <p>Date</p>
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For LTSA Use Only:

Accreditation Approved (Yes or No): _____ Pass Issued (Yes or No): _____

Date: _____ Authorized Signatory: _____

Printed Name and Title: _____

Terms and Conditions of Direct Access Privileges

I hereby represent that I require, for a land title or survey related research purpose, the direct access privileges for which I apply and, as a condition of obtaining direct access privileges, acknowledge and agree to comply with all terms and conditions of accreditation as identified in the LTSA's 'Direct Access to Operational Records Policy', including the following terms and conditions.

- (a) To search, inspect and copy LTSA operational records only for a purpose related to a conveyance or research related to land titles or survey plans and field notes.
- (b) To safeguard the records of the LTSA and not remove, alter, deface or destroy any of them.
- (c) To return records to their original location upon completion of use and follow the LTSA's guidelines for care and handling of records.
- (d) To accurately account and pay for all fees for searches, copies and other items or services payable under the *Land Title Act* and the fees bylaw of the LTSA.
- (e) To comply with any other procedures or requirements that may be established by the Director of Land Titles or Surveyor General to ensure records security and integrity.
- (f) Without limiting your obligations or liabilities under this application and at your own expense, you will purchase and maintain on an annual basis the following insurances with insurers licensed in Canada:
 - 1. Commercial General Liability in an amount not less than \$2,000,000 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:
 - i. include the LTSA as an additional insured,
 - ii. be endorsed to provide the Authority with 30 days' advance written notice of cancellation or material change, and
 - iii. include a cross liability clause;
 - 2. All insurance described in this application must:
 - i. be primary; and
 - ii. not require the sharing of any loss by any insurer of the LTSA.

3. You must provide to the LTSA, together with your application:
 - i. evidence in the form of a completed certificate of insurance of all required insurance; or
 - ii. certified copy of the required policy.

Failure to comply with these terms and conditions may result in a suspension or cancellation of the privileges granted.

APPENDIX 3. GUIDELINES FOR CARE AND HANDLING OF LTSA RECORDS

Minimize handling	<ul style="list-style-type: none"> ▪ Whenever available, read microfilm or digital images instead of fragile originals.
No food or drink	<ul style="list-style-type: none"> ▪ To prevent spills or stains. ▪ To prevent insects from occupying the record vaults.
Clean hands	<ul style="list-style-type: none"> ▪ Wash and dry your hands before handling records. ▪ Don't use hand creams. ▪ Don't use rubber finger guards. ▪ Don't lick fingers to turn pages. ▪ Wear white cotton gloves for specified historic records in a LTSA office.
Remove loose jewelry and accessories	<ul style="list-style-type: none"> ▪ Watch out for loose jewelry, ID tags or eyeglasses on neck chains that can catch on records and possibly mark or tear them.
No marking of records	<ul style="list-style-type: none"> ▪ Don't underline, highlight, mark or write on records in any way. ▪ Use pencil rather than ink when working around records.
Keep the pressure off	<ul style="list-style-type: none"> ▪ Don't hold documents while reading them – ensure they are completely supported on a flat surface. ▪ Don't trace maps or images unless there is a stiff sheet of polyester film over the document being traced. ▪ Don't take notes on paper that is on top of records. ▪ Don't lean on records or use them as support for writing. ▪ Don't place open volumes face-down. ▪ Don't stack records, or place records within other records, as this places unnecessary pressure on the record or volume spine.
Keep records intact	<ul style="list-style-type: none"> ▪ Don't force open a volume or file. If unable to read information from a tightly bound spine or fastener, bring it to the attention of the staff contact. ▪ Don't release or remove any material from its fastening system.
Avoid metal paper clips, elastic bands and 'stickies'	<ul style="list-style-type: none"> ▪ Metal paper clips rust and stain. Even plastic-covered paper clips contain PVC which will soften paper. If paper clips are absolutely necessary, use stainless steel or plastic clips (Plastiklips) and put the clip over a protective slip of clean white paper. ▪ Rubber bands will stain as they age – don't use them except in the storage of plans rolled onto plan sticks, in which case the elastic band should be used over a protective sheet of clean white paper. ▪ Don't attach post-it notes or self adhesive tapes or labels. If you need to flag a page, use a piece of clean white paper. ▪ Don't fold pages to mark a place.

Take extra care when duplicating records	<ul style="list-style-type: none">▪ Only photocopy records that are permitted to be photocopied and, when doing so, handle gently.▪ Photography and hand-held scanning of records is not permitted at this time.
Put away	<ul style="list-style-type: none">▪ Don't leave records out and unattended.▪ When not in use, records must be immediately replaced.
Report items in poor condition	<ul style="list-style-type: none">▪ If you discover a hardcopy record in need of repair, or a microfilm or digital image of a record that is illegible, bring it to the attention of the staff contact so appropriate action may be taken.
Return records carefully to the proper location	<ul style="list-style-type: none">▪ Misfiled records are effectively 'lost' – ensure that records are returned to their correct location.▪ Ensure returned records are re-stored carefully without crushing, folding, tearing or any other form of damage.▪ Let records unfold and refold as intended - never roll or fold records into a new shape or size.