

Schedule 14 - Information Services Records

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Introduction

This schedule covers certain records pertaining to informational services performed by the Bureau of Land Management (BLM) offices in their day to day affairs and in their relations with the public; including records created in administering Freedom of Information Act (FOIA) and Privacy Act (PA) programs. Except as otherwise specified in individual items, it applies to copies of these records wherever located in the bureau. Item 4 applies only to files maintained in the office responsible for the operation of the informational activities of BLM. Items 11 through 15 describe the files accumulated in carrying out the provisions of the FOIA, and items 21 through 26 describe the files created in administering the provisions of the PA. Items 31 through 35 cover records created in response to requests for mandatory records declassification.

These records consist of inquiries, replies, and related correspondence; in the case of FOIA, PA, and mandatory declassification files, appeals, and other records; administrative background files for formal information releases; and records re. inappropriate release of privileged information. Closely related records are covered by other schedules, such as records re: budget presentation (Schedule 5) and printing, duplicating, and distribution records (Schedule 13). Records created prior to January 1, 1921, must be offered to NARA for appraisal applying this schedule.

A new item has been added to this schedule to authorize the destruction of electronic mail and word processing records maintained by the BLM in addition to the copy in the recordkeeping system. This item covers electronic copies of electronic mail and word processing records created and used solely to produce the recordkeeping copy, and electronic copies of electronic mail and word processing records that are needed in addition to the recordkeeping copy for dissemination, revision, or updating.

Item	Record Series Description	Disposition Authority
1	PUBLIC INFORMATION REQUESTS FILES [1120]. Requests for information and copies of replies thereto, involving no administrative actions, no policy decisions, and no special compilations or research, and requests for and transmittals of publications, photos, and other informational literature. Confidentiality: Non-public record category 3. Location: All.	TEMPORARY. Destroy when 3 months old. GRS 14/1.
2	PUBLIC ACKNOWLEDGEMENT FILES [1120]. Acknowledgement and transmittals of inquiries and requests that have been referred elsewhere for reply. Confidentiality: Non-public record category 3. Location: All.	TEMPORARY. Destroy 3 months after acknowledgment and referral. GRS 14/2.
3	PRESS SERVICE FILES [1120]. Press service teletype news, similar materials. Includes news clippings and "information only" copies of press releases and speeches from other offices. Forms: BLM 1120-7. Confidentiality: Public record category 1. Location: All. Exclusions: Record copies of official news releases (Schedule 14/37).	TEMPORARY. Destroy when 3 months old. GRS 14/3.
4	PUBLIC INFORMATION PROJECT FILES [1120]. Informational services project case files maintained in formally designated information offices. Includes event plans, publicity plans, documentation of media coverage, advertising, copies of mailing lists, follow-up evaluations. Confidentiality: Non-public record category 3. Location: WO, SO, FO.	TEMPORARY. Destroy 1 year after close of file or 1 year after completion of project. GRS 14/4.

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Item	Record Series Description		Disposition Authority
5	PUBLIC COMMENDATION, COMPLAINT AND COMMENT FILES [1120]. Confidentiality: Non-public record category 3. Exclusions: Those records on the basis of which investigations were made or administrative action taken and those incorporated into individual personnel records (Schedule 1). Location: All.		
	a.	Correspondence. Includes letters of commendation, complaint, criticism, and suggestion and replies thereto. Also includes customer comment cards and feedback received during customer focus group sessions.	TEMPORARY. Cutoff EOFY. Destroy 1 year after cutoff or after being incorporated into program plans and customer feedback mechanisms, whichever is longer. NARA Job No. N1-49-00-2, 14/5a.
	b.	Customer Service Plans, Surveys, and Reports (final versions).	TEMPORARY. Cutoff EOFY in which finalized. Destroy 5 years after cutoff. NARA Job No. N1-49-00-2, 14/5b.
	c.	Electronic Versions of Public Commendation, Complaint, and Comment Files Created by Electronic Mail and Wordprocessing Applications.	TEMPORARY. Delete when file copy is generated and added to a recordkeeping system or when no longer needed for reference or updating. NARA Job N1-49-00-2, 14/5c.
6	PUBLICATIONS INDEXES AND CHECKLISTS [1550]. Bibliographies, checklists, and indexes of BLM publications and releases. Confidentiality: Public record category 1. Location: All. Exclusions: Indexes and checklists relating to record sets scheduled as permanent (Schedule 16/17) and library indexes (Schedule 23/9).		TEMPORARY. Destroy when superseded or obsolete. GRS 14/6.
7-10	Reserved		
11	FREEDOM OF INFORMATION ACT (FOIA) REQUESTS FILES [1278]. Files created in response to requests for information under FOIA consisting of the original request, a copy of the reply thereto, and all related supporting files which may include official file copy of request record or copy thereof. Confidentiality: Non-public record category 3; Privacy Act System Interior/OS-71. Location: All.		
	a.	FOIA Requests Case Files. Case files, containing the request, reply, other correspondence, and supporting documents, arranged by request number. Exclusions: Official file copy of the records requested if filed herein (item b).	
	(1)	Granting Access to All Requested Records.	TEMPORARY. Destroy 2 years after date of reply. GRS 14/11a(1).
	(2)	Responses to FOIA Requests. Responding to requests for nonexistent records, to requestors who provide inadequate descriptions, and to those who fail to pay agency reproduction fees.	

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Item	Record Series Description			Disposition Authority
		(a)	FOIA responses not appealed.	TEMPORARY. Destroy 2 years after date of reply. GRS 14/11a(2)(a).
		(b)	FOIA responses appealed.	TEMPORARY. Destroy as authorized under Schedule 14/12. GRS 14/11a(2)(b).
		(3)	Denying Access to All or Part of Records Requested.	
		(a)	FOIA denials not appealed.	TEMPORARY. Destroy 6 years after date of reply. GRS 14/11a(3)(a).
		(b)	FOIA denials appealed.	TEMPORARY. Destroy as authorized under Schedule 14/12. GRS 14/11a(3)(b).
	b.	Official File Copy of Requested Records.		Dispose of in accordance with approved disposition instructions for the related records, or with the related FOIA request, whichever is later. GRS 14/11b.
12	FOIA APPEALS FILES [1278]. Files created in responding to administrative appeals under the FOIA for release of information denied by the BLM, consisting of the appellant's letter, a copy of the reply thereto, and related supporting documents, which may include the official file copy of records under appeal or copy thereof. Confidentiality: Nonpublic record category 3; Privacy Act System Interior/OS-69. Location: All.			
	a.	Correspondence and Supporting Documents. Exclusions: the file copy of the records under appeal if filed herein.		TEMPORARY. Destroy 6 years after final determination by agency, 6 years after time at which a requester could file suit, or 3 years after final adjudication by the courts, whichever is later. GRS 14/12a.
	b.	Official File Copy of Records under Appeal.		TEMPORARY. Dispose of in accordance with approved disposition instructions for the related records or with the related FOIA request whichever is later. GRS 14/12b.
13	FOIA CONTROL FILES [1278]. Files maintained for control purposes in responding to requests, including registers and similar records listing date, nature, and purpose of request and name and address of requestor. Confidentiality: Non-public record category 3; Privacy Act System Interior/OS-71. Location: All.			
	a.	FOIA Control Registers or Listing.		TEMPORARY. Destroy 6 years after date of last entry. GRS 14/13a.

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Item	Record Series Description		Disposition Authority
	b.	FOIA Control Files - Other.	TEMPORARY. Destroy 6 years after final action by the BLM or after final adjudication by courts, whichever is later. GRS 14/13b.
14	FOIA REPORTS FILES [1278]. Recurring reports and one-time information requirements relating to the agency implementation of the FOIA. Exclusions: Annual reports to the Congress at the departmental or agency level. Confidentiality: Nonpublic record category 3. Location: All.		TEMPORARY. Destroy when 2 years old. GRS 14/14.
15	FOIA ADMINISTRATIVE FILES [1278]. Records re. the general agency implementation of the FOIA, including notices, memoranda, routine correspondence, and related records. Confidentiality: Nonpublic record category 3. Location: All.		TEMPORARY. Destroy when 2 years old. GRS 14/15.
16-20	Reserved		
21	PRIVACY ACT (PA) REQUEST FILES [1278]. Files created in response to requests from individuals to gain access to their records or to any information in the records pertaining to them, as provided under 5 USC 552a(d)(1). Files contain original request, copy of reply thereto, and all related supporting documents, which may include the official file copy of the records requested or copy thereof. Confidentiality: Non-public record category 3; Privacy Act System Interior/OS-57. Location: All.		
	a.	PA Request Correspondence and Support Documents. Exclusions: The official file copy of the records requested if filed herein.	
	(1)	Granting Access to All Requested Records.	TEMPORARY. Destroy 2 years after date of reply. GRS 14/21a(1).
	(2)	Responses to PA Requests. Responding to requests for nonexistent records, to requestors who provide inadequate descriptions, and to those who fail to pay reproduction fees.	
	(a)	PA responses not appealed.	TEMPORARY. Destroy 2 years after date of reply. GRS 14/21a(2)(a).
	(b)	PA responses appealed.	Destroy as authorized under item 22 of this schedule. GRS 14/21a(2)(b).
	(3)	Denying Access to All or Part of Records Requested.	
	(a)	PA denials not appealed.	TEMPORARY. Destroy 5 years after date of reply. GRS 14/21a(3)(a).
	(b)	PA denials appealed.	Destroy as authorized under item 22 of this schedule. GRS 14/21a(3)(b).

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Item	Record Series Description		Disposition Authority
	b.	Official File Copy of Requested Records.	Dispose of in accordance with approved disposition instructions for the related records, or with the related PA request, whichever is later. GRS 14/21b.
22	PRIVACY ACT AMENDMENT CASE FILES [1278]. Files re. an individual's request to amend a record pertaining to that individual as provided for under 5 USC 552a(d)(2); to the individual's request for a review of an agency's refusal of the individual's request to amend a record as provided for under 5 USC 552a(d)(3); and to any civil action brought by the individual against the refusing agency as provided under 5 USC 552a(g). Confidentiality: Non-public record category 3; Privacy Act System Interior/OS-57. Location: All.		
	a.	PA Requests to Amend Agreed to by the BLM. Includes individual's requests to amend and/or review refusal to amend, copies of the BLM replies thereto, and related materials.	Dispose of in accordance with the approved disposition instructions for the related subject individual's record or 4 years after the BLM's agreement to amend, whichever is later. GRS 14/22a.
	b.	PA Requests to Amend Refused by the BLM. Includes individual's requests to amend and to review refusal to amend, copies of the BLM replies thereto, statement of disagreement, the BLM justification for refusal to amend the record, and related materials.	Dispose of in accordance with the approved disposition instructions for the related subject individual's record, 4 years after final determination by the BLM, or 3 years after final adjudication by courts, whichever is later. GRS 14/22b.
	c.	PA Requests to Amend Appealed. Includes all files created in responding to appeals under the PA for refusal by any agency to amend a request.	Dispose of in accordance with the approved disposition instructions for the related subject individual's records, or 3 years after final adjudication by courts, whichever is later. GRS 14/22c.
23	PRIVACY ACT ACCOUNTING OF DISCLOSURE FILES [1278]. Files maintained under provisions of 5 USC 552a(c) for accurate accounting of the date, nature, and purpose of each disclosure of a record to any person or another agency, including forms showing subject individual's name, requestor's name and address, purpose and date of disclosure, and proof of subject individual's consent when applicable. Confidentiality: Non- public record category 3; Privacy Act System Interior/OS-57. Location: All.		Dispose of in accordance with the approved disposition instructions for related subject individual's records, or 5 years after the disclosure for which the accountability was made, whichever is later. GRS 14/23.
24	PRIVACY ACT CONTROL FILES [1278]. Files maintained for control purposes in responding to requests, including registers and similar records listing date, nature of request, and name and address of requestor. Confidentiality: Non-public record category 3; Privacy Act System Interior/OS-57. Location: All.		

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Item	Record Series Description	Disposition Authority
	a. PA Control Registers or Listings.	TEMPORARY. Destroy 5 years after date of last entry. GRS 14/24a.
	b. PA Control Files - Other.	TEMPORARY. Destroy 5 years after final action by the BLM or final adjudication by courts, whichever is later. GRS 14/24b.
25	PRIVACY ACT REPORT FILES [1278]. Recurring reports and one-time information requirement relating to agency implementation, including biennial reports to the Office of Management and Budget, and the Report on New Systems. Confidentiality: Nonpublic record category 3; Privacy Act System Interior/OS-57. Location: All.	TEMPORARY. Destroy when 2 years old. GRS 14/25.
26	PRIVACY ACT GENERAL ADMINISTRATIVE FILES [1278]. Records re. the general agency implementation of the PA, including notices, memoranda, routine correspondence, and related records. Confidentiality: Nonpublic record category 3. Location: All.	TEMPORARY. Destroy when 2 years old. GRS 14/26.
27-30	Reserved	
31	MANDATORY REVIEW FOR DECLASSIFICATION REQUESTS FILES. Files created in response to requests for information under the mandatory review provisions of executive order (EO) 12356 consisting of the original request, a copy of the reply thereto, and all related supporting files, which may include the official file copy of requested records or a copy thereof.	The BLM does not maintain files related to EO 12356 that are described in GRS 14/31.
32	MANDATORY REVIEW FOR DECLASSIFICATION APPEALS FILES. Files created in responding to administrative appeals under the mandatory review provisions of EO 12356 and its predecessors for release of information denied by the agency. Files consist of the appellant's letter, a copy of the reply thereto, and related supporting documents, which may include the official file copy of records under appeal or copy thereof.	The BLM does not maintain files related to EO 12356 that are described in GRS 14/32.
33	MANDATORY REVIEW FOR DECLASSIFICATION CONTROL FILES. Files maintained for control purposes in responding to requests, including registers and similar records listing date, nature, and purpose of request and name and address of requester.	The BLM does not maintain files related to EO 12356 that are described in GRS 14/33.
34	MANDATORY REVIEW FOR DECLASSIFICATION REPORTS FILES. Reports re. agency implementation of the mandatory review provisions of the current Executive Order on classified national security information, including annual reports submitted to the Information Security Oversight Office.	The BLM does not maintain files related to EO 12356 that are described in GRS 14/34.
35	MANDATORY REVIEW FOR DECLASSIFICATION ADMINISTRATIVE FILES. Records re. the general agency implementation of the mandatory review provisions of the current Executive Order on classified national security information, including notices, memoranda, correspondence, and related records.	The BLM does not maintain files related to EO 12356 that are described in GRS 14/35.

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Item	Record Series Description		Disposition Authority
36	ERRONEOUS RELEASE FILES [1278]. Files re. the inadvertent release of privileged information to unauthorized parties, containing information the disclosure of which would constitute an unwarranted invasion of personal privacy. Files contain requests for information, copies of replies thereto, and all related supporting documents, and may include the official copy of records requested or copies thereof. Confidentiality: Non-public record category 3; Privacy Act System Interior/OS-57. Location: All.		
	a.	Files That Include the Official File Copy of the Released Records.	TEMPORARY. Follow the disposition instructions approved for the released official file copy, or destroy 6 years after the erroneous release, whichever is later. GRS 14/36a.
	b.	Files That Do Not Include the Official File Copy of the Released Records.	TEMPORARY. Destroy 6 years after erroneous release. GRS 14/36b.
37	NEWS RELEASES, SPEECHES, COMMENTS MASTER FILES [1120]. Record copies of official BLM news releases, speeches, addresses, comments and other public issuances, maintained by office of origin. Confidentiality: Public record category 1. Location: All. Exclusions: Reference copies (Schedule 14/3), audiovisual records (Schedule 21).		PERMANENT. Cutoff EOFY. Transfer to FRC when 5 years old. FRC transfers to NARA in 5-year blocks when most recent records are 20 years old (e.g., transfer FY80-84 in FY2005). NARA Job NC1-49-85-2, 14/1.
38-40	Reserved		
41	ELECTRONIC MAIL AND WORD PROCESSING SYSTEM COPIES. Electronic copies of records that are created on electronic mail and word processing systems and used solely to generate a recordkeeping copy of the records covered by the other items in this schedule. Also includes electronic copies of records created on electronic mail and word processing systems that are maintained for updating, revision, or dissemination.		
	a.	Copies that have No Further Administrative Value. After the recordkeeping copy is made. Includes copies maintained by individuals in personal files, personal electronic mail directories, or other personal directories on hard disk or network drives, and copies on shared network drives that are used only to produce the recordkeeping copy.	TEMPORARY. Destroy/Delete within 180 days after the recordkeeping copy has been produced. GRS 14/37a.
	b.	Copies Used for Dissemination, Revision, or Updating. That are maintained in addition to the recordkeeping copy.	TEMPORARY. Destroy/Delete when dissemination, revision, or updating is completed. GRS 14/37b.