

Reporting Quality Issues with Document and Plan Images

As you know, the Provincial E-Land Registry initiative is well under way and the scanning team has been scanning and digitizing documents and plans over the past few years in several LROs. We recently reached the 14 million image mark for historical images in Property Online, not including the new documents and plans being scanned daily.

Scanning and quality control staff are doing an excellent job at scanning and checking images to ensure that the quality is at least as good as the original document before they are loaded into Property Online for access by searchers, authorized lawyers, and authorized surveyors. At times, the readability of the document or plan is improved over the original because of the adjustments that can be made in the image itself. Inevitably there will be the odd document or plan image which gets by the quality control process and will be discovered by a user.

Currently, requests to investigate unreadable, missing or incomplete images are coming into to a variety of points (directly to scanning team, Land Registration Office main lines and staff, to Land and Property Programs staff, and to the POL Help Line) which makes it very difficult to manage the requests, track issues and get accurate information to the Scanning Project Manager and team for investigation and fixing. We have implemented a consistent approach to addressing image quality issues. This will allow the proper tracking of details and the ability to identify any larger issues that can then be fixed quickly by the scanning team.

Effective immediately, any quality issues involving images are to be sent to "Ask Property Online A Question" at <https://ows2.gov.ns.ca/snsmr/POLHelpLine> or, for clients working onsite in the LRO, please report the image issue through the Property Online Help Line.

This will be relayed to the document scanning team for investigation and someone from the team will return the call to the client as soon as the issue has been investigated and/or fixed.

If calling Property Online Help Desk (1-866-518-4640), please state:

Contact name and contact number
County/Book/Page/Document number
Indicate image issue: readability, missing, incomplete, incorrect
Indicate urgency (e.g. only have access to image)

If using the Ask POL a Question:

Choose General Procedures Question on the main page
Select "Image" in the Subject of Call drop down list
Complete contact name and number, etc.
Please indicate in the Question text box:
County/Book/Page/Document Number
Indicate image issue: readability, missing, incomplete, incorrect
Indicate urgency (e.g. only have access to image)

Thank you for your cooperation,
Director, Land and Property Programs,
Nancy Saunders