

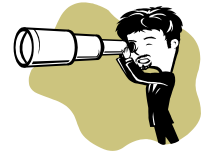
Retrieving Records from the Records Centre

Revised March 2005

In a previous bulletin we mentioned that if you sent records to the Records Centre for storage, you could always get them back. This bulletin will look at the record retrieval process.

I need this file! Where is it???

Your department regularly closes off files and sends them to the Records Centre for storage or final disposition. Files that are located in the Records Centre can be retrieved at any time.



Ask your Records Coordinator for copies of the **Box Inventory Forms*** and **Box Location/Status List** for your division. These forms will tell you which files are in storage in the Records Centre, and will give you all of the information that you need to retrieve a file or a box.

Types of Retrieval Requests

The Records Centre will retrieve individual files or entire boxes at your request. **Regular** retrievals are normally processed within 24 hours of receipt, while **urgent** requests are processed within 3 hours.

There are two basic types of retrievals:

- **Regular retrievals.** A regular retrieval happens when you want a file for a short period of time, and plan to return it to the Records Centre.
- **Reactivation or permanent return.** A reactivation occurs when you do not plan to return the file to the records centre. You can reactivate a file when you request it, or you can request a file and decide to reactivate it later. Call the Records Centre Contact to reactivate a file.

Retrieval Process

You will need the following information to retrieve a file from the Records Centre:

- Your name and phone number.
- Your department and division.
- The file title and file number.
- The box locator or the shelf location of the box.

The Records Centre Contact will find it useful if you also know:

- The temporary box number and/or the iRIMS box number.

* If the files were sent to the Records Centre before September 2002, they were listed on the **Records Transfer to Records Centre Form**.

- The iRIMS transfer number.
- The transfer date, which is sometimes called the received date.
- The iRIMS folder number, if you are retrieving a folder.

All of this information is available on the **Box Inventory Forms** and the **Box Location/Status List**.

Check with your Records Coordinator to find out what the procedures are for retrieving files in your department. Then fill out one **Request for Records Form** (NWT 1226) for each folder or box that you want to retrieve.

Depending on your department's procedures, e-mail the form to either your Records Coordinator or directly to the Records Centre Contact.

Copies of the form and a list of Records Centre Contacts are available on the Public Works and Services website:

<http://www.pws.gov.nt.ca/records/>.

Retrieving Records using iRIMS

If your department is using iRIMS to manage its folders, you can send a retrieval request to the Records Centre Contact directly through iRIMS.

- Search for the folder in iRIMS.
- Go to the **File** menu and click on the **Request** option.
- Choose a message format from the list and click OK.
- iRIMS will send an e-mail message to the Records Centre Contact.

Delivering the Goods

The Records Centre Contact will call you or your Records Coordinator when the files or boxes have been retrieved. You are responsible for having the files or boxes picked up from the Records Centre. In Yellowknife, you can send a courier to pick up the files. In other communities, you may have to pick up the file yourself.

The form is titled "REQUEST FOR RECORDS" and includes a note: "SHADED AREA IS FOR RECORDS MANAGEMENT USE ONLY" and "*Indicates mandatory fields". It contains several sections:

- Header: Northwest Territories logo, Prefix*, Department*, Division/Section*
- Requester Info: Requested by (Name)*, Building/Phone #, Requested for (Name), Building/Phone #
- File Info: File Name, File and Volume Number
- Transfer Info: Temporary Box Number, Transfer Date, Return By
- Location Info: Box Locator*, iRIMS Transfer ID
- Approval: iRIMS Box ID, Records Coordinator Approval
- Timeline: Date Request Received, Date of Retrieval
- Comments: A large text area for notes.

 The form number "NWT 1226" is at the bottom left and "0304" is at the bottom right.

Request for Records Form

The screenshot shows the "Email Templates" dialog box in iRIMS. It has a "Message Recipients" section with a checked "Location" checkbox. Below is a "Message format" list with two options: "Folder Request (text format) with Box Id" and "Folder Request (text format) with Box Id & File Subject". The "E-mail Subject" field contains "Information Request". The "E-mail Message" field is empty. There is an unchecked checkbox for "Edit message before sending" and "OK", "Cancel", and "Help" buttons at the bottom.

IRIMS Retrieval Request Screen

For more information, contact your department's records coordinator, or contact the Records Management Unit at 920-3009 or 873-7446

A copy of the Request for Records Form or the request e-mail message will be attached to your file or box when you receive it. Do not remove this form. It is used by the Records Centre to keep track of the files and boxes, and to process returns.

Returns

To return a file or box to the Records Centre, simply send it back to the Records Centre Contact. Make sure that the Request for Records Form is still attached.

If you are returning boxes, attach a copy of the Request for Records Transfer form, with the **Returned Boxes** option checked. This will tell the Records Centre Contact that the boxes are not part of a new transfer.

Information Security

You can only retrieve files that belong to your department. Tell your Records Coordinator if some files should be restricted to certain employees.

For more information, contact your department's records coordinator, or contact the Records Management Unit at 920-3009 or 873-7446