

Manitoba



Government Records Procedure GRO 3

Retrieving Records

**Government Records Office
Archives of Manitoba**

PROCEDURE GRO 3: *Retrieving Records*

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PURPOSE

This Procedure is intended to assist staff in government departments and agencies in retrieving records stored in the Government Records Centre (GRC).

It provides basic guidance on how to retrieve and return semi-active records to the Records Centre.

Related Procedure:
GRO 2 Transferring Government Records

AUTHORITY

The Archives and Recordkeeping Act, A 132.

POLICY

The Government Records Centre (GRC) is the official government facility for:

- semi-active storage of records during the scheduled retention period;
- provision of secure records retrieval services to government offices.

Records in semi-active storage may be retrieved from the GRC by the office responsible for the records.

To ensure the protection of government records for the duration of their scheduled retention period, controlled procedures have been established for records retrieval and return. GRC provides secure delivery and pick-up, and tracks retrieved files.

To maintain the integrity of records in the care of GRC, retrieved records must remain part of the original 'transfer'. Following retrieval, files should be returned to GRC to be filed in their original location. They should not be incorporated into the office's active file system or sent as part of a new transfer of records.

Records transferred to Archives following the final disposal date may not normally be retrieved. Offices needing to refer to archival records may arrange to obtain copies, or may view the records at the Archives or GRC.

Departments and agencies are charged for some GRC services.

FORM

The following form is in Word format.

- [Semi-Active Records Retrieval Form](#)

WHAT YOU NEED TO KNOW TO RETRIEVE SEMI-ACTIVE RECORDS

Government offices may retrieve records while they are in semi-active status at the GRC. Semi-active records are those that are stored on behalf of a government office during the records' scheduled retention period, prior to the disposal date.

The Records Transfer List indicates the disposal date for the records in each transfer. Up to that date, the records are in semi-active storage.

1. Documentation

Before contacting GRC to retrieve records, staff of the transferring office should refer to their completed copy of the appropriate Records Transfer List. (Following transfer of records to the GRC, copies of the Records Transfer Lists showing GRC storage locations for each box or unit of records are returned to the Records Officer, and should be distributed to the office responsible for the records. If you do not have a copy of the Records Transfer List with the Location Number section completed, please contact your department or agency Records Officer.)

2. Identifying Records to be Retrieved

Check the Disposal Action and Disposal Date in the header section of the Records Transfer List.

- If the disposal date is in the future, this indicates that the records are in semi-active storage and you may proceed with ordering the records from the GRC using the [Semi-Active Records Retrieval Form](#).
- If the disposal date has passed and the records are archival **(A)**, contact [Access and Privacy Services](#).
- *Minister's Files – Change of Government:*
At change of government, records of Ministers' offices and Executive Council which are in semi-active storage at the Records Centre and have a disposal action of **(A)** are transferred immediately to the Archives. In this case, the disposal date on the Records Transfer List is superseded by the official date of the change of government. Contact [Access and Privacy Services](#) for information on access.

ORDERING RECORDS

1. Complete all fields on the [Semi-Active Records Request Form](#). Refer to your copy of the Records Transfer List for the transfer number and location number. Provide sufficient file identifier information to ensure the correct file is retrieved. If a complete box is required, please indicate this in the file number or title column.
2. Indicate the desired method for accessing the records by marking one of the option boxes. Note that records may be viewed at the Records Centre instead of being delivered to your office. This may allow faster service, particularly in cases where large volumes of records are requested.
3. Send completed request forms by e-mail only to recordsrequests@gov.mb.ca.
4. Requests received at the GRC by the end of the business day will be processed the next day and delivered the following morning. (e.g. requests received on a Monday will be processed Tuesday and delivered Wednesday morning.)
5. Upon delivery, you will be asked to sign a tracking form and retain a copy with the records until they are returned to the Records Centre. This tracking form must be kept with the records to ensure they are returned to their assigned storage location, and can be located the next time you need to order them.

RETURNING RECORDS

Records should be returned as soon as possible. **Do not file retrieved records with active records in the office or return them as part of a new transfer of records.**

1. To request pick-up, contact the [Government Records Centre](#).
2. Have the records with your copy of the tracking form ready for pick up by GRC staff.

CONTACTS

Government Records Centre
410 De Baets Street, Winnipeg MB
phone: (204) 945-6673
fax: (204) 948-2152
e-mail: recordsrequests@gov.mb.ca

To request access to **archival records** contact:

Access & Privacy Services
Government Records Office
3rd Floor - 200 Vaughan Street, Winnipeg MB
phone: (204) 945-3738
fax: (204) 948-2008
e-mail: govrecs@gov.mb.ca

GLOSSARY

Archives – the Archives of Manitoba.

disposal action – the action to be taken at the end of the total retention period: either Destroy or Transfer to Archives.

disposal date – the exact date that records in a **transfer** are due for disposal.

Government Records Centre (GRC) – the facility operated by the Government Records Office (GRO), that provides centralized records storage, retrieval and destruction services for all government departments and agencies.

Government Records Office (GRO) – a unit of the Archives of Manitoba responsible for the government's records management program.

Records Officer – the person designated by a department or agency as the official contact with the Government Records Office, and responsible for communicating records management policies and procedures within the department or agency.

Records Schedule – a formal document that identifies government records, establishes their retention periods and provides for their disposition. Also referred to as a **Schedule**.

Records Transfer List – a standard form which serves as a request to transfer records and becomes the official record of what was transferred to the Government Records Centre for storage and disposition.

retention period – the minimum time that records must be retained prior to **disposition**, as set out in the Records Schedule.

Schedule – see **Records Schedule**.

semi-active storage – the off-site storage provided by the Government Records Centre for government records during their scheduled retention period and prior to the disposal date. Records in semi-active storage are no longer in 'active' (frequent) use by the creating office, and therefore may be moved to less costly, off-site storage at the GRC. The records may be retrieved from the GRC for use by the creating office when needed.

transfer – the basic unit for managing records at the Government Records Centre. A 'transfer' is a group of records: covered by one Records Schedule and by one numbered component if applicable; *and* having the same disposal date; *and* shipped together to the Records Centre. A 'transfer' is handled as a unit for the purpose of semi-active storage and final disposal. See also **transfer number**.

transfer number – a unique number assigned to a **transfer** of records by the Government Records Centre, and used to track the records through semi-active storage and disposition.

Transfer to Archives – one of the possible **disposal actions** authorized by a Records Schedule. Records of archival value are scheduled for Transfer to Archives, which means they will be permanently preserved. This *should not be confused* with the transfer of records to the Government Records Centre for **semi-active storage**.

transferring office – the office responsible for transferring records to the Government Records Centre (usually the office that created the records).