

FAQs

Provincial Records Centre (PRC)

Frequently Asked Questions (FAQs)

1. What is the Provincial Records Centre (PRC) and what services do they offer?

The PRC is a safe, secure storage facility for semi-active government records. Services include, but are not limited to:

- Storage of government semi-active records.
- Access to records in storage and facilitates the delivery and pick-up of records upon request.
- Administrative support to the Government Records Committee (GRC).
- Facilitates the onsite disposal of records stored at the PRC that have been approved for destruction by the GRC.

2. What are the hours of operation?

The PRC is open Monday to Friday from 8:00 am to 4:00 pm and closed during the lunch hour between 12:30 and 1:30 pm.

Summer hours are Monday to Friday from 8:00 am to 3:30 pm and closed during the lunch hour between 12:30 and 1:30 pm.

3. How do I contact the PRC?

Provincial Records Centre (Building 1050)
 P.O Box 8700
 190 East White Hills Rd, Pleasantville
 St. John's, NL A1B 4J6
 Telephone: 1-709-729-3628
 Email: GRLM@gov.nl.ca

4. What records are eligible for storage at the PRC?

The PRC provides secure storage for the following classes of semi-active government records that have an approved Records Retention and Disposal Schedule including:

- Vital Records that are identified as either crucial to a mission critical business operation or essential for the continuation of an organization during or following a disaster.
- Records for which the legal or operational needs of the department or other public body dictate that custody and/or control of the information must remain within government.
- Records which, due to their enduring value or historical significance, are to be transferred to The Rooms Provincial Archives Division when no longer required by the department or other public body.
- Records which have longer than usual semi-active retention periods may be considered, to lessen the burden of storage costs on departments and other public bodies.

5. What are the options if the records do not meet the criteria for storage at the PRC?

Departments and public bodies can avail of commercial storage. Contact your internal Finance Division or Public Procurement Agency (PPA) for a copy of the current standing offer that is in place for commercial storage

6. How can I find out if my department or other public body has records stored at the PRC?

Departments and other public bodies can request a copy of their Information Holdings by emailing the Provincial Records Centre (PRC).

7. What is the process for transferring records to the PRC?

Consultation with PRC staff is required prior to any physical transfer of records to the facility. Departments and other public bodies must fully complete and electronically submit the Records Transfer Form to the PRC for their review and approval.

Once all forms have been reviewed and approved by PRC staff, departments and other public bodies will be contacted to determine a suitable delivery date and provide further instruction.

8. Who is responsible for arranging courier services and associated costs with delivery and pick-up of records (i.e. courier costs)?

In consultation with the PRC the requesting department or other public body is responsible for making all arrangements with the courier company for pick-up and delivery services.

It is also the responsibility of the requesting department or other public body to pay all associated costs.

9. How should I prepare records for offsite storage?

Departments and other public bodies should transfer records in a safe and secure manner. Refer to FYI - IM Advisory- Preparing Paper Records for Offsite Storage.

10. Does it matter what kind of box I use for the records?

Yes, the PRC only accepts cardboard storage boxes (1.1 cubic feet) to conform to the size of the shelving units. It is preferred that the boxes have handles and attached lids as it allows for easy and safe retrievals.

There is a standing offer in place for storage boxes. Contact your department or other public body's financial operations group or PPA for a copy.

11. Can I fill out one transfer form for multiple boxes?

No, a records transfer sheet must be completed for each box of records being transferred to the PRC as it contains a file listing specific to the box. A copy of the transfer and file listing must be included in each box upon transfer.

12. How will I know when my boxes are delivered to the PRC?

You will receive confirmation by email that the transfer was received and the details surrounding it.

13. Do I need special permission to request information on behalf of my department or other public body?

Yes. Individuals requesting information on behalf of their department or other public body must be authorized and listed on a PRC Client Chart of Authority for their organization. Permission would normally be given through a director responsible for IM within your department or other public body or an authorized person can request the file on your behalf.

14. How do I request a file or box from offsite storage?

The authorized requester must complete a Request for Records Form and send it electronically to grlm@gov.nl.ca.

15. Can I sign out multiple boxes using the same form?

Yes. You can sign out multiple boxes using the same form if they are being delivered to the same location.

16. How is a file delivered to the department or other public body when requested?

All internal mail within the St. John's area will be delivered by the Mail Services Division (Department of Transportation and Infrastructure), unless otherwise specified. All internal mail outside of the St. John's area will be sent by Xpresspost and should be received within 3-5 business days. The PPA maintains Master Standing Offer Agreements (MSOAs) with courier companies for the secure transport of materials. Contact your department or other public body's financial operations group to access the most updated MSOAs.

17. How long does it take to get a file or box from offsite storage?

The request will be ready for pick-up within 48 hours of receipt, unless otherwise notified. The delivery time will depend on the method of delivery used.

Internal Mail Services:

Departments and other public bodies serviced by internal mail will generally take 1 to 2 business days. Departments and other public bodies serviced by Xpresspost will generally take 3 to 5 business days.

Courier Services:

PRC staff will notify requester via email the size and weight of records so that they may arrange pickup. There is an operational schedule currently in place please contact the PRC for the latest schedule information.

18. How long can I keep a file or box?

Temporary loans must be returned within 30 days. It is the responsibility of the requester to notify the PRC in the event that records are required for a longer period of time. Departments and other public bodies can also do a permanent withdrawal by selecting that option on the Request for Records Form.

19. How do I return a file?

Send the file in a secure envelope or package to:

Provincial Records Centre
Building 1050
190 East White Hills Road
St. John's, NL A1A 5J7

20. Can I view boxes onsite?

Yes. Contact the PRC to arrange a viewing time.

21. Who do I notify if records stored at the PRC need to be placed on legal hold or that a legal hold currently in place is lifted?

Send an email to the PRC stating that records are on legal hold. Ensure you provide a listing of boxes that are placed on legal hold and any necessary access restrictions.

When the legal hold is lifted departments and other public bodies must notify the PRC immediately.

Supporting Materials

OCIO Website

<https://www.gov.nl.ca/exec/ocio>

Webpage - Provincial Records Centre

<https://www.gov.nl.ca/exec/ocio/im/provincial-records-centre/>

FYI - IM Advisory - Transferring Records to the Provincial Records Centre

<https://www.gov.nl.ca/exec/ocio/files/fyi-im-advisory-transferring-records-to-prc.pdf>

FYI - IM Advisory - Retrieving Records from the Provincial Records Centre

<https://www.gov.nl.ca/exec/ocio/files/fyi-im-advisory-retrieving-records-from-the-provincial-records-centre-prc.pdf>

FYI - IM Advisory- Preparing Paper Records for Offsite Storage

<https://www.gov.nl.ca/exec/ocio/files/fyi-im-advisory-preparing-paper-records-for-offsite-storage.pdf>

Version History

Date (yyyy-mm-dd)	Version
2012-02-01	1.0
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