

IM Advisory — Retrieving Records from the Provincial Records Centre

Overview

The Provincial Records Centre (PRC) is operated by the Office of the Chief Information Officer (OCIO). The PRC provides secure storage for the semi-active government records that fall within its guidelines. A complete and accurate Request for Records Form is required to process all retrievals.

Advice

- A PRC Client Chart of Authority (COA) must be established in order for a department or other public body to request records from the PRC. For further information on COAs contact the PRC.
- Always use the updated Request for Records Form located on the OCIO website.
- Forms must be completed electronically. Handwritten forms are not accepted.
- Complete one form for all records requested, unless the shipping address is different.
- All sections of the form must be completed correctly.
 - PRC staff will not change forms on the requester's behalf. If it is determined that a form contains incorrect information, a requester will be asked to re-submit the request.
- Forward completed forms to the PRC via email to GRLM@gov.nl.ca.
- Improper labeling of records by the department or other public body at the time of storage may cause a processing delay.
- Records are shipped by the PRC via:
 - Government Internal Mail: Locations serviced by internal mail system, 1-2 business days.
 - Xpresspost: Locations not serviced by internal mail, 3-5 business days.
 - Courier: PRC will notify the requester via email the size and weight of records so that they may arrange pickup. Requester must arrange for courier to pick up records.
- Time of shipment from the PRC is dependent on the time of day the request is received/processed.
- It is the requester's responsibility to:
 - Track the records once they are received;
 - Review records for completeness prior to return to the PRC; and
 - Coordinate return of records to the PRC.

The Request for Records Form

Reminder: Always use the updated Request for Records Form located on the Provincial Records Centre webpage on the OCIO website; Forms must be completed electronically as handwritten forms are not accepted; and a complete and accurate Request for Records form must accompany the request.

Part 1 - Requestor Information

- o **Requested By / Department / Public Body / Branch:** Identify who has ownership and responsibility for the records.
- o **Address of Requester / Email / Phone:** Contact information for the employee requesting the records.
- o **Date of Request:** Date that the request is sent to the PRC.

Part 2 - Shipping Information

Only complete this section if the information is different than the above Requestor's Information.

- o **Name / Department/ Public Body / Branch / Email / Phone:** Identify the employee that will receive/use the records (e.g. departments or other public bodies may assign an employee to coordinate records retrieval).
- o **Shipping Address / Shipping Method:** Identify the location where the records must be shipped and identify the urgency of the request and method of delivery.

Part 3 - Nature of Request

- o **Temporary Loan / Permanent Withdrawal:** Must indicate one of the two options.
 - 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. Records not returned within the 30 day period will be signed out permanently to the department or other public body.
 - PRC must be aware of permanent withdrawals to enable use of empty storage and to update record status in the tracking system.

Part 4 – Request Details:

- o **Box or File:** Identify whether the request is for the complete box or an individual file.
- o **Records Series Title / File Title:** Describe the box/file. This information is located on the records transfer list which was completed by the department or other public body when the records were transferred to the PRC.
- o **Departmental Box Number:** The unique identifier assigned by the department or other public body prior to the transfer to the PRC.
- o **PRC Location:** The unique location number assigned by PRC employees. This location number is provided to departments or other public bodies when records are transferred to the PRC.

For more information on Retrieving Records from the Provincial Records Centre contact the PRC by phone or email.

Provincial Records Centre

Phone: 709-729-3628

Email: GRLM@gov.nl.ca

Supporting Materials

POLICY – Information Management and Protection Policy

<https://www.gov.nl.ca/exec/ocio/files/im-im-ip-policy.pdf>

FAQ – Provincial Records Centre (PRC)

<https://www.gov.nl.ca/exec/ocio/files/faq-provincial-records-centre-prc.pdf>

FYI – Transferring Records to the Provincial Records Centre (PRC)

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

Version History

(OCIO Ref. DOC08805/2011)

1.0	2012 02 01
2.0	2021 03 29

