

Government Records Procedure GRO 3

Retrieving Records

PROCEDURE GRO 3: Retrieving Records

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PURPOSE

This procedure provides instructions for department/agency staff on how to access semi-active government records stored at the Government Records Centre (GRC).

Related Procedure:

[GRO 2 Transferring Government Records](#)

AUTHORITY

[The Archives and Recordkeeping Act](#), C.C.S.M. c. A132

POLICY

To facilitate access and ensure the protection of government records for the duration of their scheduled retention period, controlled procedures have been established for records retrieval and return.

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

- storage of physical records during the scheduled retention period
- provision of secure records retrieval services to government offices

Records in semi-active storage can be retrieved from the GRC by the office responsible for the records. GRC provides secure delivery and pick-up, and tracks retrieved files.

Records transferred to the Archives of Manitoba following the final disposal date cannot be retrieved. Offices needing to consult archival records should contact [Government and Private Sector Archives](#), Archives of Manitoba.

Departments and agencies are charged for some GRC services.

FORM

Please visit the [forms section](#) of the [Government Recordkeeping website](#) for the current [Semi-Active Records Retrieval Form](#).

WHAT YOU NEED TO KNOW TO RETRIEVE SEMI-ACTIVE RECORDS

Government offices can access records they have transferred for storage while they are in semi-active status at GRC. Semi-active records are those that are in storage and have not yet reached their disposal date.

1. Consult the Records Transfer List

Before contacting GRC to retrieve records, staff of the transferring office should refer to their completed copy of the appropriate Records Transfer List.

If you do not have a copy of the Records Transfer List with the storage location section completed, please contact your department/agency Records Coordinator.

2. Identify 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**), you may proceed with requesting access to the records from [Government and Private Sector Archives](#) by completing the prescribed form and submitting your request to gpsa@gov.mb.ca for processing.
- *Minister’s Files – Change of Government:*
At a change of government, records of Ministers’ offices and Executive Council which are in semi-active storage at GRC and have a disposal action of (**A**) are transferred immediately to the Archives of Manitoba. In this case, the disposal date on the Records Transfer List is superseded by the official date of the change of government. Contact [Government and Private Sector Archives](#) for information on access to these records.

ORDERING RECORDS

1. Download the current version of the [Semi-Active Records Retrieval Form](#)

NOTE: This form is designed to accommodate both single page and multiple page requests. Simply use the Tab key on the last row of the table to add more rows as required. If the request spans multiple pages, the required header and footer information will automatically carryover.

2. Complete all the necessary fields on the form, including:

- a. Date of request.
- b. Requester information.
- c. Delivery information, only if different from requester information (e.g. when ordering files for another staff member in your office/unit).
- d. Desired method for accessing the records – by default the records will be delivered by signature service but records may also be viewed at GRC or picked-up by the department/agency’s courier for urgent or large volume requests.
NOTE: See “Delivery” section for service timelines.
- e. File number, file title, and/or record identifier, and the corresponding storage location (aisle-bay-shelf-box) for each record you wish to retrieve.

3. Requesters should group their files on a single request form and limit their submissions to one request form per day.

4. Sort the records by storage location when more than one record is being requested.

For example:

| FILE NO. | FILE TITLE <small>NOTE: If request is for a box, not an individual file, please enter “complete box” in this field</small> | STORAGE LOCATION <small>Aisle – Bay – Shelf – Box</small> | | | |
|----------|---|--|----|---|----|
| | | | | | |
| 751 | | 12 | 2 | 2 | 16 |
| 76 | Doe, Jane | 161 | 3 | 2 | 20 |
| | Complete Box | 200 | 10 | 8 | 7 |

5. Send completed request form (.docx format) by email to RecordsRequests@gov.mb.ca

- alternate formats (.pdf) are not accepted
- only one request form per email is permitted
- for more urgent requests (e.g. same-day service) please indicate “RUSH” in the email subject line and follow-up with a call to GRC at 204-945-6673

NOTE: Processing of a request may be delayed if information on the Request Form is missing or incorrect, or if the records requested are not available. In addition, some requests may require special arrangements for processing and/or delivery. In this case, you will be contacted by GRC.

DELIVERY

- Records will be **packaged in a custom envelope/box**, with a copy of the processed request form, and assigned a unique tracking number (e.g. 24-0729). The request form must be kept with the records at all times to ensure they are properly tracked throughout the retrieval process and not integrated into the department/agency's active file system or transferred as a new transfer of records.
- Records will be **delivered by signature service** and the standard turnaround time is three business days. Requests received at GRC by the end of the day will be processed the next day and, for offices in Winnipeg, delivered by the following morning (e.g. a request received on a Tuesday will be processed on Wednesday and delivered on Thursday). For all other offices throughout Manitoba, delivery may take an additional 1-2 business days, location dependent.
- **Same-day access to semi-active records** is possible for urgent requests. The completed form must be emailed before 2:30 PM and followed-up with a call to GRC at 204-945-6673. GRC will contact you when the records are ready for pick-up by your courier of choice. Pick-up hours are Monday to Friday, between 8 AM and 3 PM.

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.

Return records **in the envelope/box they were delivered in with a copy of the request form** by one of the following methods:

- **In Winnipeg** – contact GRC to request pick-up of the records:

T: 204-945-6673, or

E: RecordsRequests@gov.mb.ca

NOTE: Records will be picked-up within 1-2 business days.

- **All other offices throughout Manitoba** – return the records by signature service option via the courier service of your choice. Your department/agency is responsible for the cost of the courier service to return records outside of Winnipeg.

All records for return should be addressed to:

Government Records Centre
410 De Baets St.
Winnipeg MB R2J 4J2
T: 204-945-6673

CONTACTS

For inquiries about this Procedure, contact:

Government Records Centre (GRC)

phone: 204-945-6673

email: GRCservice@gov.mb.ca

To request access to archival records, contact:

Government and Private Sector Archives (GPSA)

email: gpsa@gov.mb.ca

website: [Services to Government | Government and Private Sector Archives | Archives of Manitoba](#)

For inquiries about the management of government records, records scheduling, and records advisory services to government, contact:

Government Records Office (GRO)

email: gro@gov.mb.ca

website: [Government Recordkeeping | Archives of Manitoba](#)

GLOSSARY

Terms used in this procedure are defined in the [Glossary of Records and Information Management Terms](#).