

# City of Winnipeg Records Centre Storage Retrieving and Returning Records

## **Retrieval Charges**

Regular Retrieval	\$4.00 per file or box
Rush Retrieval	\$6.00 per file or box
Attempted Retrieval	\$4.00 per file or box

## **Retrieving Records**

1. Submit all orders by [email](#). This mailbox is always monitored during City business hours. Orders can be for boxes or for files.
2. Have your copy of the box transfer list handy for reference.
3. The following information must be included in your request.
  - a. Your name, phone number, department, branch and street address
  - b. The accession number (found at the top right of the transfer list)
  - c. The shelf location of the box (Area, Row, Shelf, Box) if available
  - d. The box's barcode number, if available
  - e. When requesting a file, the file name and number
4. Files will be sent through inter-office mail while boxes will be delivered to the requesting department. Box deliveries usually take place on Tuesday and Thursday mornings.
5. If there is an urgent need for a box or file, you can request a Same Day or RUSH request for an additional charge. The box or file will then be delivered by Archives & Records Control to the department that same day.

## **Attempted Retrievals**

1. If a file or box requested cannot be located in the Records Storage Centre, the requesting department will be charged for an Attempted Retrieval.

## **Returning Records**

1. There is no additional charge to return a file or box to Archives & Records Control. Individual files can be returned through inter-office mail. Boxes and/or large groups of files will be picked up from the department by Archives & Records Control upon request. We will usually try to coordinate the pickup with a box or file delivery.

**For more information, contact Archives & Records Control by [email](#) or 204.986.5325.**