

## Mailroom Procedures – Closed Records Stores

### Retrieval of files or boxes

- Services complete the file request form
- Services email the file request form to the mailroom and cc records@moray.gov.uk
- Mailroom pick up request and check details. Return to service if unclear
- Mailroom look up location on master spreadsheet and add to the file request form
- Mailroom print off 3 copies of the file request form
- Mailroom log request on retrieval tab on master spreadsheet
- Mailroom retrieve file or box from closed records store – Mosstodloch, Keith or basement 9 (legal services)
- 1<sup>st</sup> copy of the file request form updated with retrieval date and put in place of file or box
- 2<sup>nd</sup> copy of the file request form updated with retrieval date and kept with the file or box for return to service
- 3<sup>rd</sup> copy of the file request form updated with retrieval date and passed to mailroom staff member responsible for updating retrieval tab on master spreadsheet (3<sup>rd</sup> copy could now be destroyed)
- File or box + 2<sup>nd</sup> copy of the file request form returned to mailroom for pick up or delivery to service
- Retrieval log on the master spreadsheet updated with retrieval date.

### Return of files or boxes to the Closed Records Stores

- Service return file or box to mailroom along with 2<sup>nd</sup> copy of the file request form
- Mailroom return file or box to closed records store
- File or box returned to box or shelf and 1<sup>st</sup> copy of the file request form removed
- 1<sup>st</sup> copy of the file request form updated with return date to store
- 1<sup>st</sup> copy of the file request form returned to mailroom for staff member to update retrieval log on the master spreadsheet with return date.
- 1<sup>st</sup> and 2<sup>nd</sup> copies of the file request forms can be destroyed

Development of SharePoint will eventually allow records to be requested via the system

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