


**MULTNOMAH COUNTY, OREGON
ADMINISTRATIVE PROCEDURE REC-4**

SUBJECT:	Records Center Retrievals, Re-files, Interfiles, and Unsuccessful Retrieval Requests
PURPOSE:	To define procedures for access to and return of inactive records held in the Records Center.
ORGANIZATION RESPONSIBLE:	Records Management Program
DATE:	May 11, 2016 
ORGANIZATIONS AFFECTED:	All Departments/Offices
LEGAL CITATION/ REFERENCE:	None

I. RETRIEVALS

- A. Requests to retrieve records from the Records Center may be made via email (records@multco.us).
- B. Requests for inactive records may be made only by representatives of the depositing county program or persons authorized by them. All other requests, including public requests, will be referred to the program contact. This does not apply to archival records in the custody of the County Records Management Program which are not exempt from public access.
- C. Requestors can expect to receive the requested records by closing of the next business day (Monday through Friday) following the request. Records staff typically process all orders received by noon by the end of the same business day. Delivery may be contingent on Distribution scheduling.
- D. When requesting a record from the Records Center, the requesting Department/Office must provide:
 - 1. their name, office, mail stop, and telephone number;
 - 2. the control number and box number.
 - a) Control numbers from 2000 and earlier will be in the form 2000-356-01/003. In this case the first two number phrases are the control number, the third is the item number and the last is the box number.
 - b) Control numbers created in 2001 and later take the form 2001-000123/005. In this case the first two number phrases are the control number and the third is the box number.
 - c) A complete control number is required to retrieve records.

3. A description of the file(s) requested. The detail required will vary depending on material, but it needs to be enough to allow Records Management staff to locate the file in the box – case number, case name, client identification, file date, number of volumes needed, etc.
- E. Up to two boxes can be sent through the interoffice mail at a time in response to a retrieval request. Amounts greater than this will require a special mailroom pick-up order. Such orders are the responsibility of the requesting Department/Office, and must be arranged with the Records Center prior to submission to the mailroom. The Department/Office's Mcode will be needed to process the order.
- F. Boxes which are not labeled sufficiently for Records staff to retrieve the requested files may be returned to the depositing Department/Office for repacking and/or re-labeling of folders.

II. RE-FILES

- A. Materials retrieved from the Records Center can be returned for re-filing by sending them through the interoffice mail to 425/Records. No special notification, routing slip, or other notification is necessary.
- B. When returning materials, make certain the re-file label affixed to the item is not obscured from view.

III. INTER-FILES

- A. Depositing Departments/Offices may inter-file new items into existing boxes by sending them to the Records Center.
- B. Each item to be inter-filed must be marked with the appropriate control number, box number, case number or name, and date.
- C. Please note that interfiled items that fall outside the existing date range of the box will alter the date the box is eligible for destruction.
- D. In the event inter-files result in the over-packing of original boxes, the depositing Department/Office will be responsible for repacking the boxes to ensure ease of retrieval.

IV. UNSUCCESSFUL RETRIEVAL REQUESTS

- A. Occasionally, records requested from the Records Center may not be found for a variety of reasons, including but not limited to: the record is not in the box, the incorrect control number is provided, the record has been sent to someone else in the requestor's program, or the record has not yet been received by Records Management.
- B. If the record is not located, the program/office will be notified via email (in response to the file request) that the record was not found and given a likely reason for why the record could not be located. If a simple clarification via email will make the request possible to complete, Records Center staff will reply to the requestor's email to obtain further information that may help locate the record.