

APPENDIX 4

PROCEDURES AND OPERATING HOURS FOR REQUESTING RECORDS FROM THE STATE RECORDS CENTER

In our continuing effort to be more “**customer focused and results driven**” the State Records Center (SRC) will be open for business from 6:00 a.m. to 3:30 p.m., Monday through Friday. This enables the SRC to process all requests within 24 hours and give you, our customer; the best and quickest service possible.

Normal requests received by 12:00 noon will be ready for pick-up the following work day. This minimizes the need for “rush/walk-in requests” from Sacramento based state agencies. Requests from agencies outside the Sacramento area will be processed between 8:00 a.m. and 11:00 a.m. This allows the SRC staff sufficient time to retrieve the records and process the request in order to meet the overnight courier service requirements.

For rushes and/or walk-ins, we ask that you call the SRC first, so our staff can respond to your request and secure the required records in a timely manner. For this special service, please call (916) 375-6760. The criteria used to determine rushes and/or walk-in requests are:

1. **Court Order** (within ten work days)
2. **Subpoena** (within ten work days)
3. **Emergency Medical Situation**
4. **Law Enforcement Emergency**
5. **Public Safety**

For additional questions or further assistance, you may contact Vernon Foster, Program Manager, State Records and Document Destruction Center at (916) 375-6760.

THE STATE RECORDS AND DOCUMENT DESTRUCTION CENTER (DDC) SERVICES-

As a reminder, here is a list of the many services we provide:

1. **Information and Guidance** on Records Management as stated in the State Administrative Manual (SAM).
2. **Assistance to State Agency Staff.** Will work with state agency staff to resolve any problems concerning their records, requests, transfer lists and shipments.
3. **Retrieval Services.** Requests for retrieval are processed within a 24-hour period.

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4. **Overnight Mailing.** We will pull and send records overnight, if an agency has an urgent need and can fax us the substantiation to process the request. We only ask that the agency cover the cost of overnight mailing.
5. **“Rush” Retrieval.** Records can be pulled on a “rush” basis, while the customer waits.
6. **Vault Storage.** We have climate controlled vault available for storage of vital records on various media.
7. **Document Destruction Services.** **DDC is closed until further notice.**
8. **On-site Confidential Destruction.** We pull boxes that have been authorized for destruction and provide on-site confidential destruction when so designated.
9. **Current Holding Updates.** Upon request, we provide semi-annual print-outs of an agency’s current holding.
10. **Status Updates.** We check on the current status of transfer lists and records requests.
11. **Copying Services.** We provide replacement copies of transfer lists.
12. **Replacement of Damaged Boxes.**
13. **Monthly Records Retention Classes.**