

Wyoming State Archives

MEMORANDUM

DATE : September 3, 2009

TO : All State Agencies PLEASE CIRCULATE

FROM : Rich Wilson, Supervisor, Records Management Unit (777-5586)
Records Center Services - 777-7040 or spcrrecords@state.wy.us or
ASOUTH@state.wy.us

RE : State Records Center (SRC) Research Services, Delivery Priorities, and Time Frames

The demand for services we provide to your agency is continuing to increase. Therefore, we are providing you with the following information in order to help you understand how we prioritize our services in order to be as efficient as possible, and meet your expectations. Please call me if you have any questions or suggestions on how to improve our services.

EMERGENCY RESEARCH REQUESTS – entered in RIMS and call 777-7040 or 637-4887
Emergency research requests will have priority over all other researches, transfers, and empty storage box deliveries. The person needing the records needs to clearly specify this fact upon making the request. An emergency research will take a minimum of one hour from the time it is received, to delivering the records. If the request is for more than two researches (either folders, documents or boxes), more time will be needed. Please use this service only if the records are needed within two hours! Emergency requests cause our normal deliveries to be put on hold and delays deliveries to others. At this time, we are experiencing staffing shortages. We are asking if at all possible, the requesting agency pick up the researches at the SRC, 1712 Pacific Blvd, Cheyenne. This allows us to continue to process researches and get you the records faster.

DAILY RESEARCH REQUESTS – entered in RIMS

Daily research requests have priority over transfers of new box shipments into the SRC and record storage box deliveries. The SRC staff has a 48-hour time frame from the date the request is received, to pull and deliver the records to the requesting party. If several files or boxes are requested, more time will be needed to pull and deliver the items. We have a nine-box limit per delivery. Should you need more than nine boxes, we will either deliver nine boxes at a time, or you may come out to the SRC and review the boxes there. The exception to this is if the file is not available or cannot be located, at which time the SRC staff will notify the agency of this fact.

TRANSFER OF RECORDS/BOXES – entered in RIMS

The SRC Staff has 14 working days from the date the transfer is entered into RIMS, to complete the transfer. If, however, the transfer needs to be clarified regarding disposition codes, type of records or dates, etc., this may delay picking up the boxes. If, for any other reason the transfer cannot be completed within 14 days, the contact person will be notified.

ORDERS FOR EMPTY STORAGE BOXES – Contact Archives South at 637-4887 or asouth@state.wy.us.

Requests for SRC storage boxes are considered last on the priority list. If we have the manpower and resources, we try to deliver empty boxes every Wednesday. We attempt to deliver empty boxes within 14 days. Should you need boxes before we are able to deliver them, please contact us at 637-4887 to make arrangements to pick up the boxes at the SRC. As they are easier to use, we will provide you with pre-built storage boxes.

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