



# Retrieving Folders from Records & Information Management

*Staff can still access information that has been transferred to Records & Information Management for storage. We will retrieve folders from the relevant storage area on request and notify you when they are available for collection. Once they are no longer needed they must be returned to us and we'll return them to their appropriate storage location.*

## How do I request a folder?

To request access to physical records and information held by Records and Information you can either:

- Email [rim@curtin.edu.au](mailto:rim@curtin.edu.au) and provide us with a detailed description of the item/s you require i.e.:
  - The Title / Persons full name, Staff or Student ID number
  - The File/Folder ID number if applicable
  - A brief description (subject, dates)
  - The Box number from the [Curtin Records and Information System](#) if known
- If Records and Information Management is responsible for the creation of the physical file covers for your office you can request the file by searching for it in CRIS and then selecting the option to 'request file'.

## How long will it take to retrieve the folder?

Requests placed before 12.00pm will be available the next day. Requests placed later may take an additional day. If your request is required for the same day (urgent) please advise our staff when placing your request. We will notify you by email when the folders are ready for collection.

## Do I need to collect the folder?

Yes, collection must be in person. You can collect the folders directly from Records & Information Management, Building 100, Level 1. They must be collected by the person who has made the request unless written consent for a delegated alternative has been received.

If you have any queries, please contact [Records & Information Management](#) for further information.

## How long can I keep the folder?

Folders are booked out for a maximum of three months from the date requested and must be returned to Records & Information Management within that time. If you still need the folder after then, you need to return it to Records & Information Management so that we can sight the folder and book it back out to you.

## How do I return the folder?

Once you have finished with the information you should return it to Records & Information Management. Folders must be delivered in person to Records & Information Management in building 100, level 1. This will ensure that they are not lost in the internal mail and the folder can be placed back into its original box.

## Need assistance?

For more information please visit our website at [rim.curtin.edu.au](http://rim.curtin.edu.au)

If you need assistance, please contact us by email at [rim@curtin.edu.au](mailto:rim@curtin.edu.au)