

## 0910.04 Retrieval of Records from Records Center Operations

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### PURPOSE

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Establish a process for agencies to retrieve records in the physical custody of DTMB Records Center Operations.

### APPLICATION

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Executive Branch Departments and Sub-units and all other state operations which utilize Records Management Services.

### CONTACT AGENCY

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Department of Technology, Management and Budget (DTMB)  
Office of Support Services (OSS)  
Logistics and Operations Support (LOS) Division  
Records Management Services (RMS)  
Records Center Services  
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Website: <https://stateofmichigan.sharepoint.com/sites/som-spc-records-management>

### SUMMARY

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Records in the physical custody of Records Center Operations remain legally owned by the originating agency. Agencies have full right and opportunity to access and retrieve individual documents, files or boxes of records as required. Records Center Operations maintains security over the records. Access is available only to authorized representatives of the agency that owns the record, or to other state employees who are authorized specifically by the agency that owns the record.

### APPLICABLE FORMS

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None.

### REFERENCES

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[Records Center Operations Manual](#)

## DEFINITIONS

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**Records** – Recorded information in physical or electronic formats, made or received by a Michigan government agency or employee. Records document the performance of government business, and serve as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities.

**Records Management Officer (RMO)** – The person within a department who is designated by the department director in accordance with MCL 18.1287(3)(f) with the responsibility of coordinating the records management activities of that department.

## PROCEDURES

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### General Information

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A records management system is used to track all activities associated with the retrieval and return of items in the physical custody of Records Center Operations.

### Agency

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- The Records Management Officer (RMO) must request a user account for the records management system for anyone needing to receive items stored at the State Records Center.
- Follows the instructions in the [Records Center Operations Manual](#), available on the RMS Intranet site, when retrieving, permanently checking out, or returning items stored at the State Records Center.

### Records Center Operations

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- Retrieves items per instructions on requests received via the records management system.
- Verifies the identity of visitors who visit the State Records Center to retrieve items.
- Ships items to requestors via approved shipping methods.
- Places returned items in the appropriate container and/or storage location.

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