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<https://archives.delaware.gov>

June 24, 2013

TO: Records Officers and Authorized Agents

FROM: Government Services

SUBJECT: User's Guide to Requesting Records with the Records Service Form

- I. State and Local Government agencies' Record's Officers and Authorized Agents (RO/AA) generate Records Service Form to retrieve records that are permanently or temporarily maintained at the Delaware Public Archives.
  - A. Requesting Records. The agency's RO/AA completes the Records Service Form using the Following steps:
    1. Complete the following agency information fields:
      - a. Date: Date of Request
      - b. Record Group: The Agency's assigned Record Group Number
      - c. Records Officer/Authorized Agent's Name.
      - d. Department.
      - e. Address (Physical mailing address of the agency requesting).
      - f. Division.
      - g. Phone: (Point of Contact Person's phone number).
      - h. Section.
    2. "X" the box that accurately reflects how the agency is to receive the request records:
      - a. Deliver Records to (Name/Address):
        - i. Enter the first and last name and physical mailing address of the person that will receive the records
      - b. Email Record(s) to (Name):
        - i. Enter the first and last name and Email of the person that will receive a scanned copy of the record; or
        - ii. Note: DPA will only scan to the email account associated with the state, municipal and county government. The DPA will not send emails or faxes to personal or private businesses.
      - c. Record(s) Will Be Picked Up By Agency Representative (Name):
        - i. Enter the first and last name of the person that will pick up the record.
        - ii. The person picking up the record(s) must present a valid state identification.
    3. Complete the record's inventory and identification information.
      - a. Archives Use Only Inquiry #: Leave Blank
      - b. Storage Facility Box #: This is the box identification number assigned by the DPA and is located on the Transfer Document and on the Master Content List.
      - c. Archives Use Only Location: Leave Blank
      - d. Your Agency Box Number: Enter the box Number that the originating agency assigned.
      - e. Record Series #: Enter the Retention Schedule Record Series number pertaining to the requested records.
      - f. Year of Records: Enter the Year or Year group that the record(s) were originally sent to DPA
      - g. Record Title and Description;
        - i. Enter the Proper Name and identifiers need to locate the requested record.  
(E.g. DOE, John, DOB 1/2/1960, File # 123567 or DOE, Joe, DOB, File Name State v. Doe, J.)

- ii. Indicate if the record will not be returned to the DPA.
    - h. Storage Facility: Enter the facility location of where the requested record(s) is currently stored: e.g. Access Information Management (AIM), Iron Mountain, or Delaware Public Archives (DPA).
  - 4. Email Send the Completed Record Service Form to the DPA records inbox: Ready Records (MailBox Resources) [records@delaware.gov](mailto:records@delaware.gov)
  - 5. When the record is delivered by DPA, the point of contact will complete the bottom left corner of the form indicating that they received the records.
- B. Returning Records to DPA. When an agency RO/AA no longer requires the requested record(s), they will:
- 1. Contact the DPA records section by emailing Ready Records (MailBox Resources) [records@delaware.gov](mailto:records@delaware.gov) and request pick up for the record
  - 2. Provide the Requested record information
  - 3. Attach a copy of the original record service form that the agency used to request the record.
  - 4. The DPA courier will complete the bottom right corner of the form indicating it was picked up by the DPA.
  - 5. The originating agency is responsible for providing their copy of the Record Service Form to be signed at the time of pick up if they wish to maintain an updated receipt.

II. DPA Contact Information:

- A. The Delaware Public Archives has assigned an Information Resources Specialist (IRS) to each state and local government agency. A listing of Agency Assignments may be located by using the link below.  
<http://archives.delaware.gov/govsvcs/pdfs/Agency%20Assignments/Agency%20Analyst%20Assignments.pdf>
- B. For further information and assistance, please review the references listed at the bottom of the information paper, contact your assigned analyst, or contact the DPA Government Services section at (302) 744-5000.

Effective May 14, 2013  
Revised June 24, 2013

References:  
Delaware Public Records Law: [29 Del. C. c. 5](#)  
Delaware Public Archives [Records Service Form](#)