Guideline for retrieval of paper files in exceptional circumstances

Purpose
To inform staff of the process for accessing hardcopy files and records between April and June 2020.

Summary
During the period of restricted access to campus, retrieval of hard copy records will be possible only if records are required to support critical business activity. Access to ANU buildings for retrieval of records will be accordance with the ANU’s COVID-19: Access by appointment arrangements approved by the Director, Facilities and Services.

Process

1. Requests for records are to be made by email to records@anu.edu.au or as a ServiceNow request to University Records with the following information.
   a. Name and role of the requester
   b. Record requested e.g. safe envelope number and title of record
   c. Reason for access – please indicate the business critical need and urgency
   d. Contact mobile phone number
   e. Date and time preferred for collection of record
   f. Disclose whether the person collecting the record has been in self-isolation or near anyone diagnosed with COVID-19.

2. University Records will identify the location of the record and seek required approval for retrieval, including access to buildings.

3. If records are able to be retrieved, University Records will inform the requester by email of arrangements for collection within 5 working days.

4. To facilitate access:
   a. The approver will forward the original email request and their approval to the escorting officer.
   b. Escorting officer is to contact the individual requesting access and agree on a suitable time, and to meet at the front entrance of Chancery Building 10A.
   c. Appointments will be on business days between 9.00am and 5.00pm, Monday to Friday.
d. The staff member seeking access will be required to bring their staff card with them for identification

e. Escorting officers will be required to:
   i. retrieve the record and record tracking information
   ii. meet the individual at the front entrance to building 10A at the time agreed
   iii. check the individual’s identification
   iv. check that the individual is well and has not been recently diagnosed with COVID-19 or within close contact with someone that has. If so, access will not be granted and a call made to the approving officer to discuss further.
   v. provide them with the requested record staying the appropriate social distance space

f. Escorting officer and attending individuals should wash hands with the hand sanitiser provided in the building foyer on arrival and departure. Gloves and masks can be provided to the nominated escorting officers if requested

g. Escorting officers will be required to keep a record of all approved accesses, including time in/out of building 10A. This is required in the event that contact tracing is required later.

Approved: Director, Scholarly Information Services

Version: 1.0

Date: 24 April 2020