

Nanaimo Historical Society  
Requests for Information  
Policy and Procedures

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## Context

From time to time, the Nanaimo Historical Society receives requests for information about its activities, historical events, heritage buildings, or other similar topics.

This document outlines the various Society policies and procedures to be followed when responding to such requests

## Requests for information

Requests for information may be received by email, regular mail or in rare occasions by in person requests

While these procedures generally relate to email and mail requests, the general approach should be followed for all requests

### Email / mail requests

Emails requesting information from the Society may have been sent directly to one of the Society's email addresses or may have been generated from a request made using the Society's website

Requests may also be received by regular mail

The **Postmaster** will retrieve these messages and direct it to the **Request coordinator.(RC)** The RC could be any member of the Board of Directors or other member of the Society. At present, the Postmaster acts in this role

The RC will assess the request.

- Simple requests can be answered by the RC
- Complex requests or requests that the RC is unable to answer will be referred to the Directors or other member of the Society for advice and information.

Replying to the requestor

- Normally, the RC will take the information provided and send a response to the requestor
- On occasion, the RC will designate another member of the Board or the Society as the **Lead** on a particular request. The Lead will be responsible for responding to the requestor.

### In person requests

Requests for information also may come to the Society when a member of the Society is asked for information (in conversation, by phone or similar situations)

These requests should be forwarded to the RC in an email. The email should include a detailed outline of the information required and the appropriate contact information.

This type of request then will be treated as outlined above for email/mail requests

## **Responses**

The following points outline the principles that should be followed when responding to a request

- 1) Only one person will respond on behalf of the Society. This person will be the RC or Lead.
- 2) The response should be considered the Society's response and should be appropriately branded
- 3) The request will not be forwarded to another agency or individual. If another agency or individual is considered to be the best source for the required information, the requestor should be directed to this source. The requestor will then be responsible for making additional contacts.
- 4) All correspondence relating the request must be send (i.e. copied) to the Society's email archive ([nanaimohistoricalsociety@shaw.ca](mailto:nanaimohistoricalsociety@shaw.ca))