

**Latest Arrangements on Services
of Public Records Office of Government Records Service
with effect from 23 March 2020**

Conditions

1. Date and time of the building open to public: **Monday (9:00 a.m. to 5:45 p.m.) excluding public holidays**
2. Areas of the building open to public: Search Room including Reference Services Area on 1/F, Hong Kong Public Records Building.
3. Scope of service:
 - (a) Loan and circulation service for reserved holdings;
 - (b) General enquiries; and
 - (c) Self-service reproduction services
4. Maximum number of appointments to be received: 15 appointments on each day on a first-come, first-served basis.
5. Reservation request:
 - (a) Submission of reservation request **by the Friday (Thursday if a public holiday falls on Friday, or Wednesday if two consecutive public holidays fall on Thursday and Friday) prior to the date of visit before 12:00 noon Hong Kong Time** through online catalogue @PRO (<http://search.grs.gov.hk/>).
 - (b) A maximum of 10 holdings (including file level and item level of archival holdings whose access status is “open” and library materials) can be reserved. Reservations for holdings which are stored off-site or require special arrangement will need to be confirmed by the PRO staff. Request for additional holdings will not be entertained on the date of visit.
6. Confirmation of reservation request: Confirmation email and phone call to reconfirm reservation (whenever possible) will be provided to users **on the Friday (Thursday if a public holiday falls on Friday, or Wednesday if two consecutive public holidays fall on Thursday and Friday) prior to the date of visit.**

Important notes

If you have not submitted a reservation request according to the procedure as set out in point (5) or received our confirmation, you will not be able to inspect our holdings.

Useful links:

Before beginning your search

(https://www.grs.gov.hk/en/before_search_our_holdings.html)

Search our holdings

(https://www.grs.gov.hk/en/search_our_holdings.html)

Online Catalogue

(<https://search.grs.gov.hk/en/index.xhtml>)

User guide of @PRO

(https://www.grs.gov.hk/pdf/user_guide_e.pdf)

Visit Us

(https://www.grs.gov.hk/en/contact_us.html)

Enquiry

If you have any enquires regarding the arrangements, please contact us by email at proinfo@grs.gov.hk.