



**UBC OKANAGAN CAMPUS – LIBRARY
RECORDS STORAGE PROGRAM
Overview for Campus Units**

Last Revised September 2020

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RECORDS MANAGEMENT AT UBC OKANAGAN

Starting in 2019, UBC Okanagan Library has expanded its capacity to offer managed records storage to campus units in a secure, climate-controlled storage vault. Records boxes delivery and pickup will normally be provided by Central Receiving and Mail.

There are currently no fees associated with this service.

Contact Stephanie Plumb at stephanie.plumb@ubc.ca or 250.807.9824 to address any other questions that you might have regarding Records Management processes and procedures.

The UBC Okanagan Records Storage Program is more than storage. We control inventory, monitor disposition dates, supervise destruction, and provide mediated access in line with UBC Policy and professional best practices.

STANDARDS

SERVICE AND SCHEDULING

The Records Storage Program partners with Central Receiving and Mail (CRM) to facilitate records transport. Pick up and deliveries are scheduled according to the joint capacity of the



Records Management Team and the CRM Team, and it can be difficult to guarantee maximum wait times between initiating and completing a transfer request. We strive to complete small requests (ten boxes or fewer) within one business week (5 business days). For larger and/or special requests, wait times may be longer. Normally, our standard is to complete transfer projects within two weeks. LSA-Records Management will coordinate pick up / delivery times with CRM and the records delegate, as appropriate.

Emergency Closure Note: When normal campus and/or library operations are reduced, suspended, or adjusted in response to emergencies, the combination of our joint capacities with CRM remains the basis of our ability to provide records storage services. During these times, we strive to complete requests in a reasonable timeframe and according to priorities set by Library leadership. When capacity is reduced, all requests are assessed on a case-by-case basis.

PICK UP / DELIVERY HOURS

Under normal operating conditions, routine transfers will be scheduled preferentially for pick up from your unit between 1:00 and 2:00pm, Monday to Thursday. These hours are subject to change, and advance notice of changes will be provided when possible. Requests for a different time frame will take longer to process.

SECURITY

We work with Central Receiving and Mail (CRM) because of their existing excellent security protocols, and their ability to ensure an unbroken chain of custody with their campus-wide barcoding system. Occasionally, for large transfers, CRM will work with Facilities to extend capacity.

The Records Storage Program deals in boxes as a unit of storage. All boxes should be sealed by the record owner. The Records Management Team will not open a box to retrieve a file; instead, the entire box will be returned to the owner for file pulls.

While in storage, the library provides a controlled, secure space which can be accessed only by approved personnel to ensure that records stay safe. The Records Management Team will not open boxes that belong to another unit while the boxes are in the custody of the storage program.

Access to the vault is controlled by a Salto lock. Additionally, a security camera is placed at the back entrance to the vault.

Disposition will be approved by the unit, and supervised, documented, and communicated by the Records Management Team.



GETTING STARTED

ACCOUNT SET-UP AND INITIAL BOX INGEST

1. Contact Stephanie Plumb (stephanie.plumb@ubc.ca, 250.807.9824) to open an account and request set up package. Review all guides in the set up package.
2. Complete “Application for Authorized Access of Records” form (part of the package) and email to Stephanie.
3. Complete “Records Box List” Excel sheet (template in your welcome package) to describe what you are moving to storage.
4. Prepare box labels (template in your welcome package) to match the entries in your “Records Box List.”
5. E-mail Stephanie to request a box pick-up, with the completed “Records Box List” attached. Stephanie will make any necessary arrangements with Central Receiving and Mail.
6. Be present when Central Receiving and Mail arrives to pick up your boxes. CRM will move the boxes to the records vault in The Commons building.
7. Stephanie will email you transaction receipts for your records; please sign and send back.

RECORDS RETENTION ADVICE

Please contact the Paige Hohmann, Archivist, at 250 807 9716 or paige.hohmann@ubc.ca for [guidance](#).

PREPARING RECORDS FOR STORAGE

- All records should be housed in a banker’s box such as item no. FEL07243 which can be ordered through <http://www.eway.ca> . These are the standard boxes to be used for all storage.
- Do not include hanging folders in the box
- Do not over-pack the records in the box, leave enough space to allow for easy viewing and retrieval.
- Records should be packed the same way they were packed in the same order as in your filing cabinet. Letter size files should be facing the end of the box close to the handle; legal files should face the 15” side.
- Before you send your boxes off, check for bugs, mold and files that might be missing
- See ORMO_GUI-1_BoxingRecords_20200519_Rev3 for more specifications on boxing records.



Letter size filing



Legal size filing

BOX LABELING

- The box label template found in **ORMO_GUI-5_BoxLabel_20200519_Rev1** can be filled out electronically and printed, or printed and filled out by hand. **Attach the label with tape to the short side of the box**, which will face outward on the shelving. **Do not write directly on the box.**

MOVING BOXES IN AND OUT OF STORAGE

BOX RETRIEVAL¹

1. Email Stephanie (stephanie.plumb@ubc.ca) with your retrieval request, including all information needed to identify the box (unique identifier code, description, barcode number, etc.).
2. Stephanie will schedule a time for delivery back to your unit
3. The box(es) will remain with you until you re-deposit the box.
4. If you need immediate access and our capacity permits, you may be invited to come to the storage centre at a pre-set day and time to make an in-person pickup. Our ability to provide access at our records storage centre is assessed on a case-by-case basis.

BOX RE-DEPOSIT (RETURNING BOXES TO STORAGE)

1. Email Stephanie (stephanie.plumb@ubc.ca) your request to return your boxes to storage, including all information needed to identify the box (unique identifier code, description, barcode number, etc.).

¹ Please note that if you wish to retrieve a single file, you need to request access to the entire box.



2. Under normal circumstances, CRM will pick-up the boxes at the specified date and time, and you will receive notice when the boxes are received.
3. If you are accessing your records at the records centre, you will simply re-seal the box, and “sign” the box back into the program.

DISPOSING OF INACTIVE RECORDS

1. You will be contacted approximately one month prior to the anticipated disposition date shown on the box and our inventory tracking database. UBC Okanagan Records Management Program will notify you that you have boxes of records that are ready for disposition.
2. No records will be disposed of without written authorization.
3. The unit is asked to review the list of records boxes coming up for disposition and indicate in writing one of the following:
 - a. Approval to destroy or otherwise dispose as planned, OR
 - b. Request to extend semi-active storage with a new destroy date, OR
4. Where destruction is authorized, you will be notified when that action has been completed. The UBC Okanagan Records Management Program retains certificates of destruction, which can be sent to you on request.

RECORDKEEPING TIPS

- *Destroy duplicates*
- *Destroy drafts of documents – if there is no need to show progression of drafts (e.g. policy development, co-authored documents)*
- *Destroy reference material relating to routine documents once document is complete (e.g. might include articles, bookmarks, images, etc.)*
- *Destroy superseded published documents (e.g. might include calendars, brochures, advertising, or documents of routine nature, etc.)*
- *Set aside a morning or afternoon a couple of times a year to sort, classify, and destroy/preserve records in office. This semi-annual “weeding” is essential to good recordkeeping*