



UBCO RECORDS STORAGE PROGRAM

PICK UP SECURITY AND COVID-19

During campus closures in response to COVID-19, moving boxes of records into the custody UBCO Records Storage Program can only be accommodated on a case-by case basis. At this point, routine box retrieval cannot be supported. We recognize that there will be some cases where transporting records to storage is an urgent priority, and we can accommodate receipt of boxes with some important, temporary adjustments to our normal security protocols.

Our recommendation: If we are able to coordinate a pick up of your records, we still *strongly recommend* that an authorized records delegate attend at the time of pick up to ensure control and security of your records.

COVID-19 adjustments: If a records delegate cannot attend pick-up due to COVID-19 exigencies, the security provided by a witnessed pick-up can be voluntarily waived by the Unit Head.

Roles and responsibilities

If records boxes are picked up from the office of origin without a delegate present, the Records Storage Program at UBC Okanagan Library will not be responsible for any discrepancies between what the unit had expected or intended to be picked up, and what actually arrives in the Program's custody. Please be aware that any risks associated with the decision to not attend at pick-up will belong solely to the unit of record origin, and that any arrangements made for CMR's access to locked spaces at the office of origin are similarly the responsibility of the Unit seeking pick-up.

The Records Storage Program will assume responsibility for the care and handling of your records at the point that they are delivered and acknowledged received at our secure storage vault.

What we can offer

The following documentation can be provided to units as a record of transit and receipt:

1. The number of boxes picked up by Central Mail and Receiving, based on barcode placement and scanning at point of pick up;
2. The number of boxes delivered to the Records Storage Program by Central Mail and Receiving, based on barcode scanning at the Vault entrance;
3. A reconciliation of your provided box list against box labels as actually received, with any discrepancies identified and highlighted if and as soon as they are evaluated.

What we need

The Unit Head should be made aware of this adjustment. To finalize plans for records pick-up without an attending records delegate, please provide confirmation in writing (email) to the UBC Okanagan Records Storage Program with the Unit Head cc'ed.