



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

Contents

RECORDS MANAGEMENT AT UBC OKANAGAN 1

STANDARDS..... 2

A. SERVICE AND SCHEDULING 2

B. SECURITY 2

GETTING STARTED 3

A. ACCOUNT SET-UP AND INITIAL BOX INGEST 3

B. RECORDS RETENTION AND CLASSIFICATION ADVICE 3

C. PREPARING RECORDS FOR STORAGE..... 4

D. BOX LABELING 4

MOVING BOXES IN AND OUT OF STORAGE 5

A. BOX RETRIEVAL 5

B. BOX DEPOSIT (RETURNING BOXES TO STORAGE) 5

DISPOSING OF INACTIVE RECORDS 5

ADDITIONAL RECORDKEEPING TIPS 6

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 Records Management Assistant 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 just storage. We control inventory, monitor disposition dates, supervise destruction, and provide mediated access in line with UBC Policy and professional best practices.

STANDARDS

A. SERVICE AND SCHEDULING

The Records Storage Program partners with Central Receiving and Mail (CRM) to facilitate records box transport. Pick ups 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 week (5 business days). For larger and/or special requests, wait times may be longer. Records Management Assistant, Stephanie Plumb, 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.

B. 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 before leaving the unit of origin. Once in our custody, the Records Management team will not open a box to retrieve a file; instead, the entire box will be returned to the unit of origin. When



arranged in advance, the box(es) can be delivered to the unit by CRM, or authorized unit representatives can access the box(es) in COM004.

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 Records Storage Program.

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

Records disposition (destruction or transfer to archive at the end of retention) will be approved by the unit's records authority and supervised, documented, and communicated by the Records Management team.

GETTING STARTED

A. ACCOUNT SET-UP AND INITIAL BOX INGEST

1. Contact Records Management Assistant 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 and email to Stephanie Plumb.
3. Complete "Records Storage Item List" Excel sheet to describe what you are moving into storage (one box per line). UBC Okanagan Records Manager, Michael Stewart, will review your item list and either approve it or offer suggestions on what additional information is required.
4. Once the Records Manager has approved your item list, prepare box labels using the "Box Label" template to match the entries in your item list.
5. Once your boxes are labeled, e-mail Stephanie Plumb to request a box pick-up. Stephanie will make the necessary arrangements with Central Receiving and Mail.
6. **You are required to be present when CRM arrives to pick up your boxes.** CRM will move the boxes to the records vault in The Commons building.
7. Stephanie will email you a transaction receipt for signature and verification.

B. RECORDS RETENTION AND CLASSIFICATION ADVICE

Please contact Records Manager Michael Stewart at 250-807-8598 or m.stewart@ubc.ca for records retention and classification advice.



C. PREPARING RECORDS FOR STORAGE

- All records should be housed in a banker’s box, such as Staples item no. FEL07243 (<https://www.eway.ca/en/Shopping/Product/FEL07243>). These are the standard boxes to be used for all records storage, and they can be ordered through the Staples Professional website.
- 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 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 any missing files.
- See “Boxing Records” guide (ORMO_GUI001_BoxingRecords_20220126_Rev4) for more specifications on boxing records.



Letter size filing



Legal size filing

D. BOX LABELING

- The “Box Label” template can be filled out electronically and printed or printed and filled out by hand. Information on the box labels should match the information in the item list. **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.**
- As an alternative to a box label, if the unit is making use of the ‘Unique Identifier Code’ field in the item list to identify boxes (see “Records Storage Item List” document), they



can attach a label to the short side of the box that displays the unique identifier code only.

MOVING BOXES IN AND OUT OF STORAGE

A. BOX RETRIEVAL¹

1. Email Stephanie Plumb (stephanie.plumb@ubc.ca) with your retrieval request, including all information needed to identify the box(es) (unique identifier code, description, classification, etc.).
2. Stephanie will schedule a time for the box(es) to be delivered to your unit by CRM. **You are required to be present when CRM arrives to drop off your boxes.**
3. The box(es) will remain in your unit until you deposit them (see the following section for instructions). If boxes remain withdrawn from records storage for over a year, the ORMO will contact the unit to ask if the box can be permanently withdrawn from the records storage database.
4. If you need immediate access to your records 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 through an “ad hoc” records retrieval. Our ability to provide access to your boxes at our records centre is assessed on a case-by-case basis. **Please be aware that we limit ad hoc records retrievals to 3 – 5 boxes.**

B. BOX 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, classification, etc.). Stephanie will make arrangements with CRM.
2. **You are required to be present when CRM arrives to pick up your boxes.** CRM will pick-up the boxes at the specified date and time, and you will receive notice when the boxes have been returned to storage.
3. If you are accessing your records at the records centre, you will simply re-seal the box yourself, and sign the box back into storage.

DISPOSING OF INACTIVE RECORDS

1. Records are disposed of approximately once per year, on-site, and with the help of a third-party shred service. The unit records owner will be contacted approximately one month prior to the scheduled shred day.

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



2. The records owner is asked to review the list of boxes coming up for disposition and indicate in writing one of the following:
 - a. Approval to destroy, OR
 - b. Approval to archive (for more information about the archival process, email Archivist Paige Hohmann at paige.hohmann@ubc.ca).
3. If no response is received from the records owner, the disposition action described in the preceding communication will be taken, and the records owner will receive confirmation of the completed action. A Certificate of Destruction or Archival Accession can be supplied upon request.

ADDITIONAL 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*