THE UNIVERSITY OF BRITISH COLUMBIA

Okanagan Records Management
Library – Okanagan Campus
3287 University Way
Kelowna, BC V1V 1V7
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UBC OKANAGAN CAMPUS – LIBRARY
RECORDS STORAGE PROGRAM
Overview for Campus Units

Contents

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.

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There are currently no fees associated with this service.

Contact Graeme Clarke, Library Services Assistant—Records, at graeme.clarke@ubc.ca to address any 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. Graeme 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 the Facilities Management team to extend capacity.

The Records Storage Program deals in boxes as a unit of storage. All boxes should be sealed (with packing tape or an equivalent semi-permanent adhesive) before leaving the unit of origin. Once in our custody, the Records Management team will not open a box to retrieve a file; instead, should you need to retrieve or even review one or several records, 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.

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While in storage, the library provides a controlled, secure space with monitored climate regulations and 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. The entire area is fitted with a dry fire suppression system and the boxes themselves are stored on industrial grade storage bays which are securely bolted to the ground.

Records disposition (destruction or transfer to archive at the end of retention) of the Records Storage Program's holdings is conducted regularly (at least annually). All units with records stored in the program will be advised with ample timing in the form of a detailed email sent to your appointed records authority. After receipt of that email, and if there are no justified objections on the part of the unit, disposition activities will then be supervised, documented, and communicated by the Records Management team.

GETTING STARTED

A. ACCOUNT SET-UP AND INITIAL BOX INGEST

1. Contact Graeme Clarke, Library Services Assistant—Records, at graeme.clarke@ubc.ca, to request a set-up package for a new account. Review all guides in the set-up package.
2. You will be emailed a link for the "Application for Authorized Access of Records" webform. Please complete this form online.
3. Pack your records into appropriate boxes using the "Boxing Records" guidelines provided to you.
4. Review the "Records Storage Item List" Excel sheet that has been sent to you in order to understand what information about your records boxes is required.
5. All new ingests into records storage are done through the New Records Storage webform. In the webform you will have the option of uploading a completed copy of the Records Storage Item List, or individually entering information for each box—whichever you prefer.
6. Records Manager Talia Greene will review your item list and either approve it or offer suggestions on what additional information is required.
7. Once the Records Manager has approved your item list, seal the boxes with packing tape and prepare box labels for each box using the "Box Label" template to match the entries in your item list.
8. Once your boxes are packed, sealed, and labeled, e-mail Graeme to request a box pick-up. Graeme will make the necessary arrangements with Central Receiving and Mail.

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9. **The Records Authority or an authorized Records Delegate are required to be present when CRM arrives to pick up the boxes.** CRM will move the boxes to the records vault in The Commons building.
10. Graeme will email you a link to a Transfer Confirmation webform which itemizes and finalizes the transfer of records boxes into the Records Storage Program.

B. RECORDS RETENTION AND CLASSIFICATION ADVICE

Please contact Records Manager Talia Greene at talia.greene@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. Please feel free to reach out to Graeme to inquire if Records Management has any gently-used records boxes for distribution to campus units, otherwise these boxes 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 (ORM_GUI-1_BoxingRecords) for more specifications on boxing records.

Letter size filing

Legal size filing

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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 RETRIEVAL[1]

1. Requests for retrieval of boxes from storage are submitted using the Retrieval of Records webform. In this webform you will be asked to provide information needed to identify the box(es) (e.g., barcode number, unique identifier code, description, classification, etc.).
2. Graeme will contact you if there are any questions about your submitted form.
3. Graeme will schedule a time for the box(es) to be delivered to your unit by CRM. **The Records Authority or a Records Delegate are required to be present when CRM arrives to drop off your boxes.** On the same day, Graeme will send you a link to a Transfer Confirmation webform which itemizes and finalizes the transfer of records boxes from storage to your unit.
4. 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, Okanagan Records Management staff will contact the unit to ask if the box can be permanently withdrawn from the records storage database.
5. 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, and that Records Management staff require time to prepare for ad hoc viewings and cannot guarantee same-day access**

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

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B. BOX DEPOSIT (RETURNING BOXES TO STORAGE)

1. Requests for return of retrieved box(es) back in to the storage are submitted using the Return to Storage webform. Once submitted, Graeme will make arrangements with CRM.
2. **The Records Authority or a Records Delegate are required to be present when CRM arrives to pick up your boxes.** Re-seal the boxes and ensure that the label and classification still apply to the contents of each box.
3. CRM will pick-up the boxes at the specified date and time. On the same day, Graeme will send you a link to a Transfer Confirmation webform which itemizes and finalizes the transfer of records boxes back into storage.
4. 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, if records are marked for destruction, with the help of a third-party shred service. The unit records owner will be contacted at least one month prior to the scheduled disposition day.
2. The records owner is sent a link to the Disposition Confirmation webform. In it, they will be given a list of all records boxes to which disposition action applies this year, and will be asked to indicate their:
   a. Approval to destroy, OR
   b. Approval to archive (for more information about the archival process, email Alex Liu at alexandra.liu@ubc.ca). If no response is received from the records owner or approved delegates, the disposition action described in the preceding communication will beheld until the next disposition campaign.

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 received 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*