Iron Mountain acquires Recall Holdings

As many of you may remember, Recall Holdings Ltd. acquired Business Records Management, Inc. in December 2014. At that time, service to University of Pittsburgh accounts was not altered in any significant fashion.

Beginning last summer, Iron Mountain, Inc. began the process of acquiring BRM’s parent company, Recall Holdings, Ltd. However, a ruling by the U.S. Department of Justice has restricted Iron Mountain's acquisition of Recall operations in 13 U.S. cities, including Pittsburgh, where such an acquisition would create a monopoly over records storage service. As a result, Access, a privately-held records and information management service company, will be acquiring Recall’s Pittsburgh-based storage operation (aka Business Records Management).

*It is important to note that access to, security of, and reliable retrieval of your department’s records in off-site storage will not be affected in any manner by this transition.*

(cont’d on page 2)
While Iron Mountain’s acquisition of Recall legally could not include Pittsburgh storage operations, it was not prohibited from including Recall’s Pittsburgh-based destruction services in the purchase, thus dividing, for the time being, storage and destruction services as they relate to University of Pittsburgh departmental accounts.

What this means for YOU

On-site destruction services, meaning destruction bins or on-site boxes being sent for destruction, are, for the time being, being managed by Recall’s Customer Care Center in Atlanta, GA. In order to best avoid disruptions of service, please note the following:

- Continue to submit destruction order forms to customerservice@businessrecords.com. Their customer service team will input your request into Recall’s system.
- Destruction orders may take two or more days to service. If you know in advance that destruction services will be needed, please submit your service request as soon as possible. Wednesdays will no longer be primary destruction service days.
- Drivers servicing on-site destruction requests may be wearing Recall Holdings insignias. Drivers servicing box storage and retrieval requests will transition to Access insignias soon.
- Destruction of barcoded boxes already in storage, when applicable, will continue as normal.
- Should you need to contact Recall Holdings Destruction Service Customer Care Center concerning a destruction request the phone number is 866-732-2556.

In addition, departmental accounts utilizing tape rotation service may experience an alteration in service during the acquisition transition. Please see contact below concerning this service.

The University Records Management program is currently in discussion with representatives of BRM, Recall, and Access to create a comprehensive plan of action concerning the transition.

All departments with regular destruction service, tape rotations, and questions about the transition are encouraged to email alexjtoner@pitt.edu. He will then contact you directly concerning your service and how to best address your needs. Thank you for your patience!
Data Management Committee created

A Data Management Committee charged with catalyzing the university community in data management, sharing, and preservation has been created. Its goal is to review institutional research data management processes, infrastructure, tools, training and advocacy activities that will inform university senior leaders, faculty and administrative services. If you have data management concerns or suggestions, please contact the committee at rdmcpitt.edu.

Destroy dates for all records in storage at BRM-Access

All record containers submitted for storage at BRM-Access are required to have destruction dates. This specified date allows for review of records following the prescribed retention period, in accordance with the University’s retention guidelines and record keeping best practices. Your records will not be destroyed without your authorization.

BRM-Access will not accept new submissions without destruction dates. For more information on the University’s retention schedules or records regulations, please contact the University Records Manager.

Update and remove authorized users

Both the University of Pittsburgh and Business Records Management-Access are committed to the security and confidentiality of the records your unit stores at BRM facilities. In order to maintain strict access to these records, BRM-Access will not process service requests from anyone who is not an authorized user on the account.

Remember to update your department’s BRM-Access authorization when an employee leaves your unit or a new employee needing access starts. Authorized contacts can contact the University Records Manager to obtain the account authorization form.
New options on container expiration forms

When the above mentioned destruction date is reached, your unit will receive a container expiration form indicating record containers that are due for destruction in the given month.

You have four options when determining how to complete the forms: (D) Destruction, (E) Extend Destruction Date, (UA) Submit to University Archives, or (R) Retrieve for Review.

Be sure to return all container expiration forms, regardless of selection. For questions about these options, or about permanent retention dates, please contact the University Records Manager.

When should I contact the University Archives?

The University Records Management program at Pitt not only manages the University’s off-site storage with BRM–Access and advises on retention guidelines, it plays a role in facilitating the transfer of historically significant University records to the University Archives.

Business Records Management–Access is the vendor the University contracts with to provide off-site storage and access services for University records. Records are retained for a specified amount of time as designated by the University’s retention schedules, following which the University Records Manager reviews the records in off-site storage and notifies departments when their records have reached the end of their retention period.

The University Archives is different than off-site storage at BRM. While University Records Management is mainly concerned with the day-to-day business records that are to be kept for a finite period of time by the University and its departments, the Archives permanently maintains records of historical significance to the University and eventually makes them available to the general public for research.

Continued on page 3
What types of records are considered for inclusion in the University Archives?

- Minutes, memoranda, proceedings, correspondence, reports, transcripts, lists of officers of the governing boards or other administrative bodies of the University of Pittsburgh.
- Correspondence, subject files, reports of the executive officer, academic affairs officer, administrative officer and the student affairs officer.
- Correspondence, subject files and reports of the officer of any units within the university which operate with a high degree of independence such as medical and law schools and major research institutes.
- Minutes, memoranda, and reports of all major academic and administrative committees, including the faculty senate and its committees.
- Accreditation reports and supporting documentation.
- Annual budget, summary financial records and audit reports.
- Departmental and student organization records.
- Records of the registrar including course descriptions, class schedules, timetables, enrollment reports, graduation rosters, and other reports issued on a regular basis.
- Alumni records including minutes of the alumni association.
- Reports of the admissions offices and Office of Institutional Research.
- One copy of all publications, newsletters, catalogs, journals, monographs, brochures, posters, announcements, yearbooks, student newsletters, directories, faculty/staff rosters, commencement programs and other like materials.
- Photographs and negatives, motion picture films, oral history interviews, audio and videotapes, and CD-ROMs that document the development or activities of the Institution or its departments.
- Security microform copies produced by any campus vital records program.
- Non-official documentation as it relates to the University, e.g. books, films, memorabilia, scrapbooks, artifacts, etc.
- Curriculum Vitae (CV’s) of the Faculty and any photographs of or news items on them.
University Records Management

Website Updates

The University Records Management website is the central location for URM resources and where most BRM–Access users go to find service forms.

A recent addition to the site included the Regulations and Retention Schedules section, which contains links to the University’s General Retention Schedule, Financial Records Retention Schedule, and existing University Guidelines on Research Data Management.

Additionally, a link titled applicable records management regulations provides details on federal and state records regulations, including HIPPA, FERPA, and Pennsylvania’s Right to Know Law.

On the Record: University Records Manager

Alex J. Toner, University Records Manager

The University Records Management program, within the Archives Service Center, is a component of the University Library System. During the past nine months I’ve had the opportunity to speak or meet with many departmental records liaisons during the course of business. Over that time we’ve added new accounts and users to the more than 400 existing University BRM–Access accounts. I would like to take the time to introduce myself to our wider URM audience; nine months is still relatively new!

Prior to becoming the University Records Manager I served for two years as the archives and records manager in the Office of the University Registrar, before which I was an archivist in the Library and Archives at the Heinz History Center. My academic background is in library and information science, specifically archives and records management. The two are synergistic, considerably more so in today’s information-driven society.

The opportunity for innovative records and information management initiatives across the University is exciting! University business and records are increasingly going digital, however, paper records remain vital across Pitt’s campus. Retention awareness, digitization, electronic records education, email management, research data management, database preservation - all issues I’m excited to begin pursuing in conjunction with my ULS colleagues.

I look forward to engaging stakeholders across the wider University community, not simply to assist in managing records, but to increase the University’s information efficiency and awareness of the important role that records, information, and archival management have at the University of Pittsburgh.