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University Records Manager

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Access Replaces BRM, Iron Mountain

After a tumultuous 10-week period beginning in late May, the University of Pittsburgh is now being fully serviced by Access, which replaces BRM as Pitt’s contracted records management company. Access took control of BRM’s Pittsburgh storage facilities, client services and account management teams, and destruction facilities.



Thank you for your patience during what was an extremely frustrating time for everyone involved. Initiated by Iron Mountain’s international acquisition of Recall Holdings LLC, parent company of BRM Inc., and facilitated by a U.S. Department of Justice ruling, the University had little control over the situation when the operational transfer took place. Representatives of the ULS and University Purchasing worked diligently to terminate the portion of the University’s contract that Iron Mountain assumed and were finally successful in legally transferring all services to Access.

Access Policies and Procedures Update

Boxes currently in storage will not need to be rehoused or have new barcode labels applied. Continue to use your purchased BRM boxes until your supply is exhausted. However, please order new barcode labels rather than using former BRM labels. **PLEASE READ THE FOLLOWING:**

- **New Customer Service Email:** The former customer service email, customerservice@businessrecords.com will be replaced with Pittsburgh@accesscorp.com. Please use Pittsburgh@accesscorp.com for all service request moving forward.
- **New Account Number:** The University’s 0642 account prefix will be replaced with PPH00064200. Moving forward, please input your departments account as **PPH00064200/12345**.

(Policies and Procedures cont'd)

- **New barcode labels:** New barcode labels ordered from Access will now contain 12 digits rather than eight. Storage barcodes will no longer be color-coded to delineate between warehouse, environment, and vault storage. File folder labels will remain yellow. Destruction labels will be pink, rather than orange.
- **New storage boxes:** Boxes will now come in two pieces for assembly, the box itself and a lid. Boxes will display the Access logo. Every time a box is requested for history and audit purposes, a box request sticker will be placed on the outside of the box.
- **Service Forms:** Access is currently updating University of Pittsburgh service forms. Please continue to use the BRM service forms found on the [University's Records Management website](#) until they are replaced. Submit them to Pittsburgh@accesscorp.com.
- **Regular destruction rotation:** Destruction service will be scheduled based on your submitted preference of weekly, bi-weekly, monthly, every three months, etc....This will cost the University less as well as increase efficiency. Will-call service is still available. Please indicate on destruction order forms that a requested will-call will replace a regularly scheduled pickup if appropriate.
- **FileBRIDGE:** Access recently launched a new software platform titled FileBRIDGE, which will replace BRM-Online. Please see the article below for details.

FileBRIDGE Tutorial Session



On August 1st Access launched FileBRIDGE, which replaces BRM-Online as a web-based platform users can use to search their records, generate inventories, request pick-ups, and order select supplies, amongst other features.

The University Records Manager, in conjunction with Pitt's Access Account Manager Andrew Wyzkoski, will be hosting a **FileBRIDGE tutorial session on Monday, September 12th at 10am in room G74 of Hillman Library.**

Please register for the tutorial session by Monday, September 5th. Due to room size, the session will be limited to the first 50 respondents. Based on interest another session may be held later in the fall.



ULS Research

Data Management

Do you read the word “data” and think your department, faculty, or students don’t create it? Data isn’t just found in spreadsheets; it can be field notebooks, audio recordings, photographs, and many other forms!

[The Research Data Management track](#)

within the ULS can assist your department in creating data management plans, help keep data safe and accessible, and provide training for research teams and students.

[Contact the track today for more information!](#)

Completing Container Expiration Forms

Reviewing your department’s records that are due for destruction in a given month likely isn’t something you look forward to. However, it is an important component of the University records management program. Why?

First, you’re saving the University money. Destruction of records that have meet their retention requirements reduces contracted storage costs. Second, you’re reducing your department’s liability. Retention periods promote transparency and accountability, but also practicality. Every record cannot be kept forever, nor should it be. Finally, you’re increasing your own efficiency. By reviewing your own records you can maintain control of your de-

partment’s information and be prepared to recall the right record when your supervisor requests it.

SELECT ONE

D = Destroy
E = Extend Destruction Date
UA = Submit to University Archives
R = Retrieve for review

Date	Action	Requested N Destroy Da
1/2009	D E UA R	/ /

Please return all container expiration forms, indicating your disposition action, signed and dated, within two months of their distribution, and do your part to save money, reduce liability, and increase efficiency.

Records Management in the News

The Public Utilities Commission of California fined Pacific Gas and Electric Company (PG&E) \$25.6 million for an “array of record-keeping violations” that led to a fatal pipeline explosion in 2010, according to a [recent story in the Mercury News](#). Following the [2010 pipeline explosion in San Bruno](#) that killed 8 people, PG&E was found guilty of six felony charges, several of which were attributed to PG&E’s “flawed record keeping.”

Each month this space will feature an example of records management in the news. Are you aware of an ongoing story or example? Email Alex Toner at alexjtoner@pitt.edu

University Records Management Training

On the Record: University Archivist

Wondering what to do with a cabinet of old records? Not sure if you should keep something or toss it away? Don't understand the University's retention schedule?

The University Records Manager is available to provide on-site Access account training, records management and retention schedule consultations, and customized sessions to meet your needs.

Call Alex Toner at 412-648-3164 or email him at alexjtoner@pitt.edu



Zachary Brodt, University Archivist

Many of you will likely remember me as your University Records Manager from 2010-2015, but I have been a part of the University Library System in some capacity since 2006. I began as an undergraduate employee at the Archives Service Center, making copies and doing some light archival processing until I earned my History degree from Pitt. Then, while working toward my Library and Information Science master's degree, I stuck around as an intern at the Archives. After graduation I was hired to work on our many labor-related collections before becoming records manager, and now the University Archivist.

The transition from records manager to University Archivist was relatively smooth because the work of the former helps to inform the latter. The records manager is like a field agent, interacting with departments and offices to get a feel for the types of records they generate. Many of these records pertain to daily business and have no enduring or historical value, and so they are kept for a regulated period of time and then destroyed. Other records document the development, progress and achievements of the department. Those are the records that the archivist aims to acquire for permanent retention in the archives to support the development and understanding of the University.

Saving these records is just one part of the equation, though, as the archivist must then make them accessible to researchers both internal and external to the university community. This typically requires arranging the material both physically and intellectually in a way that is easy to comprehend, which we call archival processing, and then making the existence of the records known via an online collection guide. Some material is so useful to researchers that we scan the entire document and put it online on our [Documenting Pitt website](#), but as the University Archivist, I am also here to provide hands-on reference and research assistance to answer questions about Pitt.

So if your office has records that feel too important to throw away or you just can't bring yourself to check that "D" option on the Container Expiration form you get from Alex, feel free to [contact me](#) about whether those items might be of interest to the University Archives.