

Salvage Operations for Water Damaged Materials

Willie Jones, UM Records Analyst

GENERAL TIPS:

- Appoint (preferably before the disaster) a recovery director and recovery coordinator. The coordinator should know how to locate a recovery specialist or conservator or other staff member trained in dealing with emergency salvage operations.
 - Post “Do Not Enter Building” signs after it is safe to do so. Emergency personnel (fire and police departments) who are trained to enter disaster areas will advise the director when the site can be open to the Disaster Recovery Team.
 - The recovery director and the coordinator, accompanied by the recorder and photographer, will survey and photograph the damage.
 - In the early stages of the recovery operation, your organizations staff is the best choice for participation in the salvage operation. The personnel, with their hands in the organization’s records, should have knowledge of the materials and the basic order in which they are kept.
- The recovery director should make arrangements for each Recovery Team member to be able to contact him or her at all times by walkie-talkies or cell phones.
 - The coordinator or the logistics manager arranges for emergency facilities and supplies.
 - The Director should assign someone to supply the team and other temporary staff with food, coffee, portable toilets, etc.

See Salvage Operations page 2

Next Meeting:

Presentation:

Betsy Byers
Deputy of Elections
Missouri Secretary of State’s Office:

The Missouri Elections Process

Interpretive Center
Kirkpatrick State Information Center

April 17, 2001

3:00 – 4:30

For more details see:
www.showmearma.org

Salvage Operation con't . . .

- The director will coordinate with the maintenance director to:
 - Reduce the temperature of the facility as soon as possible.
 - Lower relative humidity by adjusting the humidification system or by adding (pre-arranged) portable dehumidifiers; monitor.
 - Depending on outside temperatures and moisture conditions, doors can be opened and under any condition. Circulate air with fans.



- Resources should be put into action, such as large generators, if electricity is out or off.
- The Disaster Recovery Team should lead other staff and temporary crews in the recovery efforts such as:
 - Preparing packing materials (cutting freezer paper, milk crates and assembling cardboard boxes) as well as giving direction to packers.
 - Beginning the packing of wet materials, concentrating first on the wettest materials and materials on the floor.
 - Move crates and boxes by hand trucks and pallet movers if possible.
 - Number the crates and their contents.
 - If identifications are missing, mark the location here the contents were found.

- Record the condition of the contents as wet, partially wet, or damp.
- Label crates with hanging tags and cardboard boxes directly.
- If damage is substantial and salvage will take more than ten (10) hours, loosen tightly-packed document boxes, books and pamphlets so they don't become jammed in the shelving units.
- If the relative humidity is high, remove also undamaged diskettes, as they are sensitive to high levels of humidity.
- Store damaged magnetic media in cool, clean water until you get the temperature and humidity under control.

- After the director and coordinator have assigned the salvage assignments, a meeting should take place with the entire group to review the operation. From this point forward a meeting should take place at the start and close of each day to address the strategy and to keep morale up.
- After the pack-out, the shelves will be repaired and cleaned.

Research resource: Betty Walsh.

When preparing your disaster recovery plan remember to consider all of the types of disasters that could, and have occurred in your facility or local environment.

Give the necessary training and leave the professional salvage operations to the trained specialist.

Words to live by “Disasters Can And Will Happen, When They Occur, Any Plan Is Better Than No Plan At All.”

A View from the Outside

Liz Connell, Records Manager DNR

Much hard work and many long hours go into establishing and maintaining a first class file system. On top of that, the daily routine of filing is not considered very glamorous. And what do you have to show for it – hopefully an occasional “attaboy” from your supervisor but rarely a compliment from outside. Well, just to show it does happen, here is one of those rare stories as related by an outsider.

The Department of Natural Resources, Public Drinking Water Program regulates over 2700 public water systems in Missouri that provide water to over 90% of the state’s population. The drinking water quality monitoring, inspections, permit activity and compliance activities related to these water systems produce quite a volume of information. Much of this is maintained in computerized databases but hard copies of all the electronic data and many more paper records are kept in the program’s files. Every few years the program receives a Data Verification audit (DV) from an Environmental Protection Agency contractor. The DV, as the name suggests, is aimed at examining the quality of the data in the various computer systems in the program but where do you suppose the audit team looks to

verify the electronic record? That’s right – the trusty old paper files. So, each DV that is done is as much a review of the program’s filing system as it is the data process.

That’s where the good news comes in. During the Data Verification of the Public Drinking Water Program in 2000 the auditors were openly complimentary of the organization of the files. The final report of the DV included the following: “The hard copy files are extremely well organized, with a folder for correspondence, and separate files containing analytical results organized for each rule with lab slips arranged in chronological



order. The files were complete, efficient, and easy to use." They freely expressed appreciation for this because it made their job so much easier and faster. They reported that in states without such organized files, they spent much more time trying to find corresponding paper records than in doing the actual comparison with electronic data - and doing the comparisons is the reason for the audit!

So, don’t give up hope, there is sometimes recognition for a job well done. In this case it goes to Liz Connell, the Public Drinking Water Program Records Manager and those who preceded her and those that work with her today. Another issue that I can’t resist mentioning is why I think the file system worked so well for the DV audit team. Liz has not had to go it alone. She has worked with technical staff and management to develop a filing system that makes sense from the technical side of things too. What resulted is a file system that works for everyone in the program and, as we have seen, works for those outside the agency as well.

Keep up the good work.

Darrell Osterhoudt
Chief, Planning & Water
Monitoring Section
Public Drinking Water Program
Department of Natural Resources

I'm very proud that we got such a compliment from EPA and wanted to share this. I've been an ARMA member for some time now and you never stop learning.

Thank you ARMA for being there!

Liz Connell, Records Manager
Public Drinking Water Program
Missouri Department of Natural
Resources

President's Pen



Hello chapter members.

I'd like to start by thanking those who participated in our "brainstorming" meeting in March. I think a lot of great ideas were brought up. Like I stated in my previous message, it is important to remember that this is our chapter and we will all get out of it what we put back in.

Thanks also to those who have indicated a willingness to be a candidate to serve on the board of directors for the 2001-2002 chapter year. Ballots for the board positions should be e-mailed in early April. Please fill out your ballots and return them promptly.

I'm looking forward to our April 17 meeting in Jeff City. The topic of elections seems to be on everybody's mind these days after the last presidential election. I think that Betsy Byers will have some interesting information for us. I hope to see many of you in May at the Heartland RIM Conference this year in Kansas City. This is the seminar that has been held at the Lake of the Ozarks for the past several years.

I think this is a great opportunity for all the Missouri chapters to offer some valuable training and networking for Records Managers in the entire midwest area.

It's not too soon to begin thinking of some donations for our ARMA Bucks Auction at the June meeting. The more great prizes we can collect the more fun the auction will be!!!!

Until next time,
Will Masters
Chapter President

2000-2001 Board of Directors

| | | |
|--------------------------|----------------------|--------------|
| President | Will Masters | 573/751-2397 |
| Immediate Past President | Wayne Duncan | 573/882-6541 |
| Vice President | Pam Bax | 573/751-4219 |
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| Treasurer | Judy Benish | 573/751-9402 |
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Please feel free to call them any time you have any questions about ARMA.

11th Annual Missouri Heartland RIM Seminar & All That Jazz

May 16-18, 2001

Kansas City, Missouri

Craig Kelso, Electronic Records Archivist

The Annual Missouri Heartland Conference is on the move. For the past ten years the Conference was at the Lake of the Ozarks in Central Missouri. This year the Conference will be held in Kansas City at the Embassy Suites Country Club Plaza Hotel.

The Heartland Conference provides an excellent opportunity to network with records managers working in Missouri, Kansas and other midwestern states. Speakers from California, Colorado, Florida, Illinois, Indiana, Missouri, Nebraska, Virginia and Washington D.C. will offer their perspective on many of the issues confronting records managers every day.

If your organization is considering purchasing new equipment, upgrading services or just interested in exploring some of the latest records management technology, the Heartland Conference is a perfect opportunity to check out some of the most innovative solutions available today. Thirteen vendors from around the nation will have display booths and be available to answer any questions you might have.

The cost before April 15, is only \$199 for individual registration, \$185 for multiple registrations from the same organization, or after April 15, \$215 per registration. The registration fee covers all workshops, seminars and the buffet luncheon on May 17.

The Heartland Conference is co-sponsored by the Kansas City, St. Louis and Columbia/Jefferson City Chapters of ARMA International. For additional information about the conference or reservations at the Embassy Suites Country Club Plaza Hotel, you can download the conference brochure at www.showmearma.org or call Wayne Duncan at 573-882-6541 to have brochures with registration forms mailed or faxed to your office.

Workshops and Sessions at a Glance

May 16

Workshops 1:00 – 4:30 PM

- ◆ How to Use Tabletop Exercises as a Records Disaster Planning Tool
- ◆ Developing and Managing Web-Based Policies and Procedures

May 17

Session 1, 8:00 – 9:30 AM

- ◆ Records Inventory
- ◆ ISO Standards and Their Impact on the RIM Professional
- ◆ XML: The Web-Based Language of the Information Revolution

Session 2, 10:00 – 11:30 AM

- ◆ Preparing a Request for Proposal
- ◆ Records Identification and Indexing in Paper and Electronic Format
- ◆ Digital Imaging Made Easy ;-)

Lunch Presentation – Exploring Our Visual Future

Session 3, 1:30 – 3:00 PM

- ◆ Getting Through an Audit of Any Kind
- ◆ Digital Preservation
- ◆ Electronic-Government and Electronic Business – Part 1 of 2

Session 4, 3:30 – 5:00 PM

- ◆ Standard Records Retention Schedules
- ◆ E-Mail – Record or Sticky-Note?
- ◆ Electronic-Government and Electronic Business – Part 2 of 2

May 18

Session 5, 8:00 – 9:30 AM

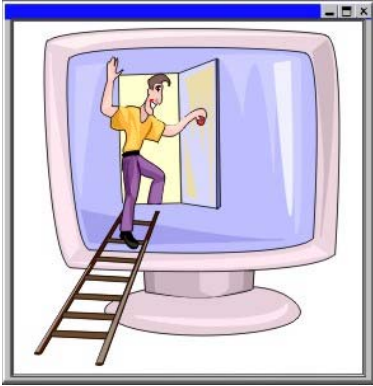
- ◆ Records Centers
- ◆ Process Improvement in the Information Management Environment
- ◆ Leveraging Software to Enable Your RIM Program

Session 6, 10:00 – 11:30 AM

- ◆ Vital Records
- ◆ Project Management for Records Management in an IT World
- ◆ Developing Enterprise-wide Electronic Records Standards

Closing Session, 11:30 – 12:00

Records Management Resources on the World Wide Web



Ever wonder how other organizations are dealing with records management issues? Or are you looking for Websites that have links about certain topics of interest to records managers? Here are a few sites that may help you answer those questions.

The Columbia/Jefferson City ARMA Chapter does not endorse the sites or their contents. Links are provided for informational purposes only.

Delaware Public Archives, Records Management Division
<http://www.archives.lib.de.us/recman/index.htm>
Submitted by Craig Kelso

This is a list of the general retention policies, services and record keeping policies for the state of Delaware. Be sure to check out the Model Guidelines for Electronic Records.

Kansas State Historical Society, Electronic Recordkeeping Resources
<http://www.kshs.org/archives/ermlinks/ermlinks.htm>
Submitted by Craig Kelso

This is a very large list of links on topics ranging from access and retrieval to system management. For those looking for resource material about electronic records management this is a great place to start.

National Archives of Australia
<http://www.naa.gov.au/recordkeeping/default.html>
Submitted by Craig Kelso

“This Website provides detailed, practical information to help Commonwealth agencies improve their recordkeeping, following best practice approaches developed by the National Archives of Australia. Its’ resources range from strategies and policies on recordkeeping in the Commonwealth to more detailed information, advice, standards, guidelines and manuals. The following documents will give you a broad perspective on recordkeeping issues in relation to Commonwealth agencies.”

Yale University Library Management System Migration
<http://www.library.yale.edu/orbis2/public/orbis2.htm>
Submitted by Craig Kelso

For anyone who is contemplating migrating substantial amounts of records this is “a site to see.” Yale University is upgrading their library management system (implemented in 1989) and have been unveiling the process on this Website. The information includes background information, working group notes, activity reports, and a project timeline.

Do you know of any Websites that might be of interest to our ARMA chapter? If so, please submit the Website with a brief 2 to 3 sentence description of the content to the editor so we can include it in future publications. We are looking for records management Websites from various industries, on a variety of topics, and sites that are good examples of web presentations of records management material. Want to promote your own site, that’s great too.

ARMA Bucks

It's getting serious – seriously FUN that is. Here are the current balances. Please note, any funds earned for things such as articles written for the March/April edition of *The Mid-Missouri Star* are not reflected in this accounting. They will be posted at the end of the month. If there's a problem with your account, please call your friendly banker, Marry-Ellyn Strauser, at (573) 751-4502. As always, thank you for banking with us!



Ways to Earn Bucks:

| | |
|--|------------|
| ◆ Attend Mid-Missouri meeting | \$125 |
| ◆ Attend all monthly meetings | 400 |
| ◆ Attend board meeting | 25 |
| ◆ Bring a guest to monthly meeting | 50 |
| ◆ Write an article for the newsletter | 150 |
| ◆ Recruit a new member | 500 |
| ◆ Serve on the Mid-Missouri Board of Directors | 175 |
| ◆ Attend the Heartland Conference | 200 |
| ◆ Serve on the Heartland Conference Committee | 150 |
| ◆ Attend the ARMA International Conference | 150 |
| ◆ Serve on an ARMA International Committee | 100 |
| ◆ Attend an ISG Conference or other ARMA sponsored event | 100 |
| ◆ Chair a Mid-Missouri committee | 150 |
| ◆ Serve on a Mid-Missouri committee | 100 |

| <i>Bank o' ARMA Bucks</i> | |
|---------------------------|-------|
| Account Holder | Total |
| Barrett, Larry | 750 |
| Bax, Pam | 1,525 |
| Bechtel, Cheri | 125 |
| Benish, Judy | 1,025 |
| Bexten, Amy | - |
| Calvert, Linda | - |
| Connell, Liz | 325 |
| Duncan, Wayne | 1,300 |
| Elkins, Ron | - |
| Gentry, Linda | - |
| Gibson, Robin | - |
| Hagemeyer, Nila | 375 |
| Hager, Sally | 175 |
| Holland, Michael | - |
| Hombs, Debbi | 175 |
| Jones, Willie | 1,175 |
| Kelso, Craig | 925 |
| Kirchner, Dawn | - |
| Larkin, John | 875 |
| Marthers, Sandi | - |
| Masters, Will | 2,650 |
| Matson, Ernie | 375 |
| Nichols, Kathy | 975 |
| Nield, Tom | 625 |
| Parks, Cyndie | 875 |
| Perkins, Rob | 125 |
| Powell, Phyllis | - |
| Samek, Laura | - |
| Shellman, Michael | 125 |
| Strauser, Marry-Ellyn | 1,750 |
| Thomas, Zen | - |
| Wihite, Reggie | - |

TREASURER'S REPORT



Previous Balance January \$ 3,866.71

Interest Rec'd /Bank 3.65
Deposits: 240.00

Disbursements: 25.96

Balance Forward: \$ 4084.40

ARMA International: The Benefits of Membership*

ARMA International is a not-for-profit association serving more than 10,000 information management professionals and 150 chapters in the United States, Canada and over 30 nations worldwide. ARMA International members include records and information managers, MIS and ADP professionals, imaging specialists, archivists, hospital administrators, legal administrators, librarians, and educators. ARMA, its chapters, and its members are dedicated to helping individuals, organizations, and government agencies successfully meet the challenges of the increasingly complex records and information management field.

Contributions or gifts to the Association of Records Managers and Administrators, Inc. are not deductible as charitable contributions for federal income tax purposes.

Benefits Include:

Access – Your Connection to a Global Network

- Electronic access to members and information through ARMA listserves, Website, and Fax on Demand Service
- Local chapters to connect you to professionals in your geographic area
- Membership Directory provides you with contact information for members
- Quarterly newsmagazine, InfoPro, keeps you informed of ARMA activities as well as developments and trends in the records and information management field

Expertise – Links to a World of Ideas and Solutions

- Industry Specific Groups: 32 ISGs focusing on your industry's issues
- Professional Resources: More than 200 member-discounted RIM resources, including books and videos
- Annual Conference and Expo: Dozens of educational sessions, plus conference proceedings

- Solution Providers and Users: At ARMA's Annual Conference and Expo, as well as local chapter meetings
- The Information Management Journal: In-depth articles by leading RIM and Knowledge Management experts

Professional Development – At Every Stage of Your Career

- ICRM Study Groups and Exam Preparation Resources
- RIM Home Study Courses
- CareerLink Placement Services
- ARMA Salary and Compensation Survey
- Leadership Opportunities - Develop your leadership skills through service on ARMA's Committees and Board of Directors, as well as on Chapter Boards of Directors

* ARMA International.
<http://www.arma.org/membership/membership.htm>.
(30 January 2001).