

University of Missouri System

# Records and Information Management User's Guide

Email: [recordsmanagement@umsystem.edu](mailto:recordsmanagement@umsystem.edu)

<http://www.umsystem.edu/ums/fa/management/records/>



## Purpose and Mission of Records and Information Management

The mission of the University of Missouri System four-campus Records and Information Management Program is to establish the criteria for the retention of records to ensure the university retains the necessary information to meet legal, financial, administrative, research, and historical needs, in the most cost-effective manner in accordance with official University policy.

The Records and Information Management Program accomplishes its mission by:

- Helping create records necessary for the efficient and successful operation of the university
- Saving records and information necessary for the continued operation of the University
- Creating and retaining no more records than are necessary
- Retrieving stored records promptly when they are needed
- Operating an efficient cost-effective records center
- Providing disaster planning and prevention consulting services

To become a new customer, email [recordsmanagement@umsystem.edu](mailto:recordsmanagement@umsystem.edu) or call **573-882-5955**.

## Records Center Contact Information

Contact the Records Center at **573-882-7652** or email [centeru@umsystem.edu](mailto:centeru@umsystem.edu) for the following services:

- To request supplies such as:
  - White box labels for storage
  - Green destruction labels
- To request the return of a file or box stored at the Records Center
- To request pick-up or delivery
- To request the destruction of confidential material

## Records & Information Management Contact Information

Contact Records and Information Management staff at **573-882-5955** or **573-882-1449**, or email [recordsmanagement@umsystem.edu](mailto:recordsmanagement@umsystem.edu) for the following services:

- To request information about the retention or disposal of record types
- To revise or create a new retention authorization
- To request on-site Records Management Training for your department
- To request information on disaster recovery
- To become a new customer
- To discuss your annual destruction notice
- To discuss billing and pricing
- To discuss any microfilm/microfilm information conversion
- All other questions

## What Records Should I Send to the Records Center?

Records stored at the Records Center are secure and easily retrieved. More than 400 departments from all four campuses currently store more than 137,000 boxes of records at our facility at 2910 LeMone Boulevard in Columbia, Missouri. Using the University's facility is more efficient and cost effective than utilizing valuable office space for storage.

All University records that have official retention schedules can be stored in the Records Center. This includes most records commonly found in all departments and many records specific to a single department.

Records that do not have retention schedules may be stored in the Records Center, provided the department agrees to the development of a retention schedule for their records as soon as possible. The development of a schedule ensures records will be retained long enough to meet the University's needs.

It is a good practice to review records at least annually. While reviewing records, you may destroy outdated records that have exceeded their university retention authorization and send inactive records to us for storage.

## What NOT to Send to the Records Center

- Active records (referred to more than monthly)
- Outdated or obsolete material
- Non-record material: (see Records General Policy #23001 for more detail)
- Extra reference copies of records
- Stocks of publications, pamphlets, blank forms, etc.
- Private materials
- Binders
- Hazardous material

If in doubt, contact us at [recordsmanagement@umsystem.edu](mailto:recordsmanagement@umsystem.edu) before sending records.

# What Supplies Will I Need to Store Records at the Center?

## Order Supplies

You will need some basic supplies to prepare records for shipment to the Records Center. We recommend you obtain supplies as needed rather than maintain a large quantity in your office.

### Step 1. Request Boxes (Assembly Required)

All records sent to the Records Center must be in approved Records Center boxes.

Records Center boxes are purchased from Printing Services on the Columbia campus at:

<https://operations-webapps.missouri.edu/~reedra/onlineProducts/orderForm/index.php?itemID=46>

### Step 2. Request Box Labels (2 labels per page)

Request a supply of UM121: Records Center Box Label forms from the records center at [centeru@umsystem.edu](mailto:centeru@umsystem.edu) or by calling **573-882-7652**. Once you have received a supply of box labels, complete the labels and attach one to the side of each box below the handle.

UNIVERSITY OF MISSOURI Records Center Box Label			
<input type="checkbox"/> UMC <input type="checkbox"/> UMKC <input type="checkbox"/> UMR <input type="checkbox"/> UMSL <input type="checkbox"/> UM SYSTEM <input type="checkbox"/> UMCHC <input type="checkbox"/> UNIV. PHYS.			
DEPARTMENT AND/OR OFFICE			
DESCRIPTION OF CONTENTS			
FILING SEQUENCE (FROM — TO)		RECORDS CENTER LOCATION NUMBER (RECORDS CENTER USE ONLY)	
DATE OF RECORD (YEAR FROM - TO)	BOX NUMBER ON TRANSMITTAL		

UM 121 (SEPT. 90) PLACE ON SMALL END OF BOX

# How to Store Records at the Records Center

## Step 1. Pack Boxes

Transfer records, including folders (no hanging folders or binders), from file cabinets or shelving into boxes. Leave at least one inch of working space in each packed box. Create an index/inventory of what is in each box so you can complete the box labels (UM121) and the UM34 Transmittal form in Step 2.

## Step 2. Label Each Box and Create a Content Sheet for Your Records

Complete a label (UM121) for each box and attach a completed label to either end of each box, below the handle. You may want to create a content sheet for each box to assist you in recalling it in the future.

## Step 3. Complete and Submit a Transmittal Form

Complete and submit a UM34 form (see: Fig. 1) electronically for all new boxes sent to the University Records Center for storage. One form can be used for up to 15 boxes. The UM34 form may be found at:

<http://www.umssystem.edu/ums/fa/management/records/forms/records/>

Refer to the following instructions and example to complete the form correctly:

After opening the form, save it on your local drive or an accessible network using your customer number as the name of the form.

- 1. After opening the form, save it on your local drive or desktop before completing and hitting the submit button.**
2. Fill out the following static information areas (Campus/Hospital Radio Buttons **(one of the eight circles at the top of the page)**, Department Name, Department Address, Customer Number, Contact Name, Contact Email Address, and Contact Phone)
3. When you are ready to send boxes, fill in the remaining areas outlined in red (Sequential Number, Description of Records, and Year of Record & Date Transferred). If you know the appropriate Authorization Code, you may enter that, as well. When you have listed up to 15 boxes, click the "Submit Form" button. Add any special information to the email that pops up & click "Send." If you have more than 15 boxes to send, complete additional forms for all remaining boxes.

If you use an email product other than Microsoft Outlook the "Submit Form" button may not work. You will then have to attach the completed PDF and email it to [recordstransmittal@umssystem.edu](mailto:recordstransmittal@umssystem.edu).



## Step 4. Send Box(es)

Call **573-882-7652** or email [centeru@umsystem.edu](mailto:centeru@umsystem.edu) to arrange for office pickup of boxes in the Columbia area. Boxes of records from UMKC, UMSL and MO S&T campuses are sent to the Records Center by campus courier.

### Final Processing at the Records Center

Records staff will check and verify each box in the shipment against the UM34 form to ensure the records listed on the form match the boxes of records actually received. Staff will also assign retention periods and disposition information to the records.

Once the verification has been completed, Records staff will assign each box a Records Center location number. This location number will be entered on the UM34 Transmittal form and returned to the department at the address on the form or via email.

**IMPORTANT: Save your copy of the UM34 Transmittal form. The location number assigned to each box is needed to retrieve records from the Records Center in the future.**

## How Do I Recall Records from Storage?

Requests for the return of records from the Records Center may be submitted as follows:

### 1. Electronic Mail

Email [centeru@umsystem.edu](mailto:centeru@umsystem.edu) to request the return of a box, file or folder. Please include the location number of the box(es), your delivery address, name and phone number for returns. Please include your Records Management customer number with your request.

### 2. Telephone

Call the Records Center at **573-882-7652** and request the records you would like to have returned. Please provide the location of the container (box) that was sent to you on a copy of your transmittal.

### Delivery of Requests

Offices located in Columbia can receive same day delivery of records, provided the request is made by 8:30 a.m. Requests received after 8:30 a.m. will be delivered that afternoon or the following business day.

When the request is for a single record or file from a box in the Records Center, a "Records Center Location" label will be attached to the record or file. Do not remove this label, as this label indicates where the record or file is to be refiled.

## Returning Requested Files to Storage

Please return files and boxes to the Records Center as soon as feasible. Please indicate if a requested file or box WILL NOT be returned to the Records Center.

Return files and/or boxes to storage via Campus COURIER (outlying campuses) or call **573-882-7652** for pickup in the Columbia area.

## What Ultimately Happens to My Records?

### Annual Assessment

Records stored by the University Records Center will be shelved for their appropriate retention period. Once the retention period has passed, Records staff will request approval from the department (owner) to destroy their material or will transfer the information to archives. When you receive this annual notification, please review each entry on the list to ensure the records are in fact due for the action indicated on the notice. If all records are listed correctly, please sign the notice and return it for appropriate action.

### Confidential Disposal Service

Departments having confidential or sensitive documents that are not records, or that are beyond their retention period, may either dispose of those records themselves in a method that makes record recognition impossible, or send the records to the Records Center for disposal. Records sent to the Records Center should be placed in boxes no larger than a standard copy paper box.

Each box sent to the Records Center for destruction must have a green “Records Destruction Label” (UM 176A) attached to the top of the box. Any boxes received at the Records Center with the “Records Destruction Label” attached will be disposed of. Make sure you have the authority to dispose records. If there is any doubt about disposing records, contact Records staff for clarification at [recordsmanagement@umsystem.edu](mailto:recordsmanagement@umsystem.edu).

Staples, rubber bands, or paper clips are allowable in the boxes of paper sent for disposal. Binders, hard-cover books, plastic items, or any other non-paper items cannot be sent to the records center for disposal. Records, which are not of a confidential or sensitive nature, may be disposed of by means of regularly established departmental practices for handling recyclable or waste-paper.

Destruction pick-ups are typically available on Tuesdays and Thursdays for the Columbia area.