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NEED ADDITIONAL INFORMATION?

Any questions regarding the business process, please contact

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Preparing and Sending Boxes for Storage

Proper preparation of your department’s boxes before they are sent to INFOSTOR is required. This ensures accurate cataloging of your records and will help your department and INFOSTOR properly handle our boxes. Follow the guidelines below when preparing your department’s boxes for storage.

What information is required to label boxes correctly?

How to label Labeling: Every box will need to have a label containing the following:

- Barcode (Add this number to active numbering system/database)
- Box Number ID (previously used box number)
- Content Description (25 Character or less)
- Destroy Date (mm/yyyy)

When to move boxes from ‘on-hand’ to ‘off-site’?

The timing of sending records to storage is a decision best made after evaluating the individual needs of your department. In general, it is suggested that you assess your access frequency and the convenience value of having the records on hand. You can then weigh that against the personnel and space costs of having the records on site.

Obviously, there is no absolute guideline for determining when the balance tips in favor of sending storage boxes to Infostor. That decision is ultimately left up to the individual.

Before boxes are sent to INFOSTOR, they will be gathered into one centralized warehouse location on campus called the “holding room”.

1 Destroy dates must be included on all boxes. Boxes CAN be marked “Do Not Destroy” for permanent keeping
The Holding Room

When a department is ready to have their boxes moved off-site to INFOSTOR, they will be sent to the holding room. The holding room will act as a central secured location before boxes are sent to INFOSTOR. Below is the 2012 SSU campus map where the holding room is located.

How to move boxes to the Holding Room

When a department wants a box to be transferred they will contact the Seawolf Service Center and open a ticket with facilities (ext. 42308).

Holding Room to INFOSTOR

The CMS Security Administrator will make monthly visits to the Holding Room and arrange for INFOSTOR to pick-up boxes, thus eliminating extra pick-ups/ costs. If immediate attention is required, facilities should contact the CMS Security Administrator.
Authorization levels

Once a box is sent to INFOSTOR, the box will only be accessible to authorized employees. Authorization lists are separated by department. This means if one is authorized with Level 1 access in department 0001, they will only have access for that department.

There are three different levels of access: Level 1, Level 2, and Level 3.

Level 1:
- May authorize adding new departments
- May add or update user authentication
- May authorize destruction of storage containers
- May authorize permanent removal storage
- May request reports of items in storage
- May request pickup/delivery of storage items
- May add new items to the system

Level 2:
- May request pickup/delivery of items in storage
- May add new items to the system
- May request reports of items in storage

Level 3:
- May request pickup/delivery of items in storage
- May request reports of items in storage
Requesting/Accessing Boxes from INFOSTOR

The most efficient way to make a request is to fill out the request form and email/fax it to INFOSTOR directly. The form is two pages, first page is the form and second page is a map of SSU campus. This map will help aid in the effort to support the INFOSTOR driver in finding the drop-off location of the building/room on campus.

This form can be found online, on the CMS website: http://www.sonoma.edu/cms/forms/

Please note: INFOSTOR keeps record of all requests for their records and will be provided with up to date employee authorization access levels.

Shredding/Destroying

INFOSTOR will not destroy any container, box or file without written consent from an authorized employee of the department. Departments can request periodic reports detailing boxes ready for destruction. To do so, authorized account users can fax or email in the request.

When a department faxes in a request to have boxes shredded/destroyed, they must include the barcode and box number assigned to the box. Before INFOSTOR will process the request, they will prepare what they call a “pre-workorder” and destruction invoice and send it to you for your approval. Once approval has been received, your documents will be destroyed.