

The background of the slide is a light gray gradient with several realistic water droplets of various sizes scattered across it. The droplets have highlights and shadows, giving them a three-dimensional appearance.

# **AVOIDING AMBULANCE CHASERS: WORKING WITH DISASTER RECOVERY VENDORS**

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# EMERGENCY MANAGEMENT CYCLE



# WHAT WE WILL BE COVERING TODAY

- SERVICES OFFERED BY DISASTER RECOVERY VENDORS
- WHAT TO ASK DISASTER RECOVERY VENDORS BEFORE WORK BEGINS
  - APPROPRIATE ANSWERS TO THOSE QUESTIONS
  - WHICH QUESTIONS THEY MIGHT ASK YOU
- HOW TO KNOW IF THE VENDOR IS DOING “THE RIGHT THING”
- PREPARING WITH A DISASTER RECOVERY VENDOR BEFORE THE DISASTER



## PREPARE IN ADVANCE!

- FREEZING FACILITIES
- EMERGENCY SUPPLIES (INCLUDING REPLACEMENT HOUSING!)
- UP-TO-DATE EMERGENCY PLAN



# WHICH COMPANY DO I CHOOSE?

- NAME RECOGNITION IS NOT ENOUGH
- WHICH SERVICES DO THEY OFFER? WHICH SERVICES DO YOU NEED?
- VET THE COMPANIES THOROUGHLY



# QUESTIONS TO ASK THE VENDOR

- WHAT DOCUMENT RECOVERY TECHNIQUES DO YOU USE?
- HOW LONG HAVE YOU BEEN IN THE BUSINESS?
- WHO WILL BE MY POINT-OF-CONTACT?
- CAN YOU GIVE ME AT LEAST THREE (3) REFERENCES?
- WHAT DOCUMENT SECURITY MEASURES DO YOU USE?



# QUESTIONS TO ASK THE VENDOR

- WHAT DOCUMENT RECOVERY TECHNIQUES DO YOU USE?
    - VACUUM FREEZE-DRYING
    - DESICCANT AIR-DRYING
    - CLEANING AND STERILIZATION
    - DIGITAL IMAGING/PHOTOCOPYING
- 

# WHAT DOCUMENT RECOVERY TECHNIQUES DO YOU USE?

- YES: VACUUM FREEZE-DRYING
- NO: THERMAL VACUUM FREEZE-DRYING





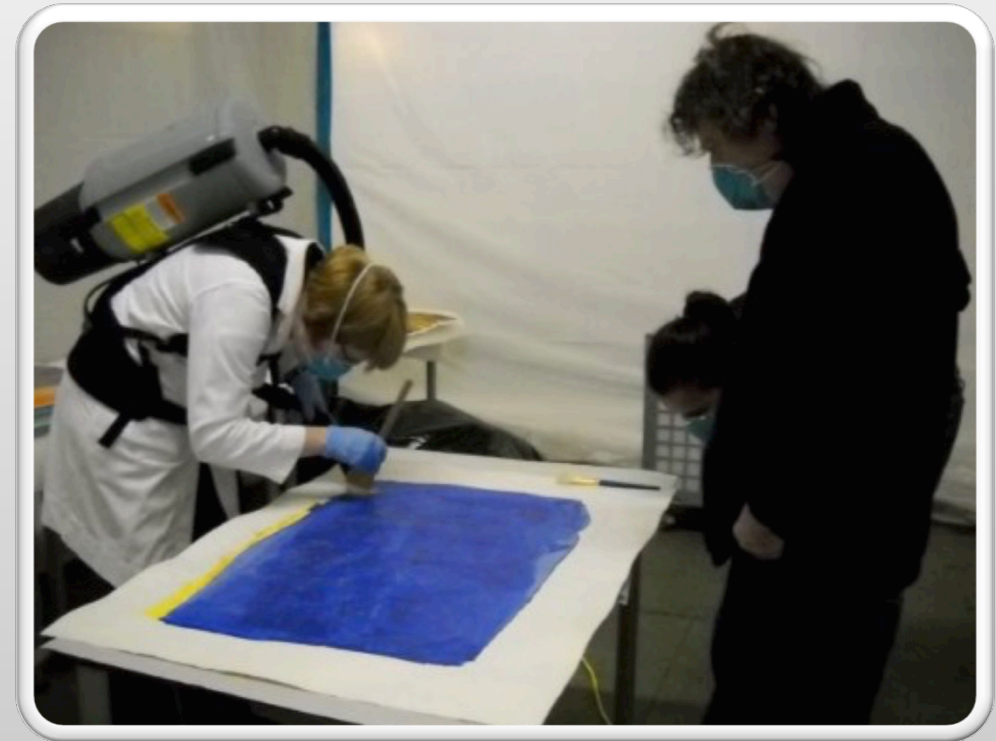
# WHAT DOCUMENT RECOVERY TECHNIQUES DO YOU USE?

- DESICCANT AIR-DRYING



# WHAT DOCUMENT RECOVERY TECHNIQUES DO YOU USE?

- CLEANING AND STERILIZATION
  - YES: VACUUMING
  - NO: OZONATION/  
HYDROXYL/ GAMMA  
IRRADIATION



# WHAT DOCUMENT RECOVERY TECHNIQUES DO YOU USE?

- DIGITAL IMAGING/  
PHOTOCOPYING



# HOW LONG HAVE YOU BEEN IN THE BUSINESS?

Five Years  
Minimum

Industry  
Certifications

Professional  
Associations

Ongoing  
Training

# WHO WILL BE MY POINT-OF-CONTACT?

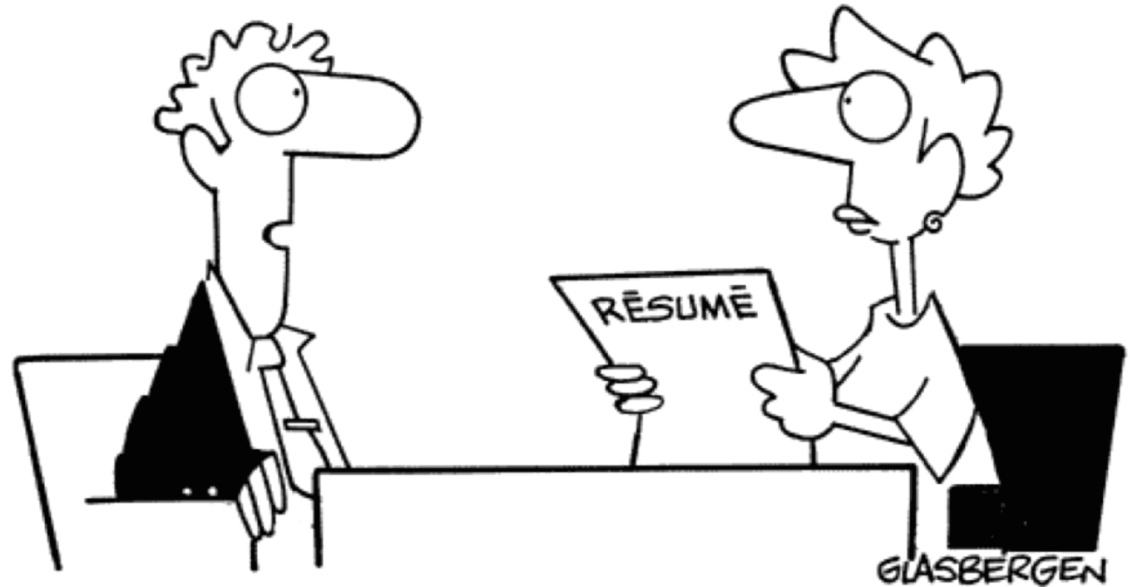
- PROJECT MANAGER



## CAN YOU GIVE ME AT LEAST THREE REFERENCES?

- IF YOU GET ANY PUSHBACK, SEEK ASSISTANCE ELSEWHERE
- CHECK ONLINE REVIEWS
- REFERENCES SHOULD BE SIMILAR INSTITUTIONS
- LIST OF QUESTIONS TO ASK REFERENCES

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**"I don't have any references, but 4 out of 5 phone psychics say I'm destined for greatness."**

# WHAT SECURITY MEASURES DO YOU USE?

- SECURITY PROTOCOLS?
- TRACKING METHODS?
- STORAGE CONDITIONS?

		Consequence					
		How severe could the outcomes be if the risk event occurred? →					
		1	2	3	4	5	
		Insignificant	Minor	Significant	Major	Severe	
Likelihood	↑ What's the chance the of the risk occurring?	5 Almost Certain	5 Medium	10 High	15 Very high	20 Extreme	25 Extreme
	4 Likely	4 Medium	8 Medium	12 High	16 Very high	20 Extreme	
	3 Moderate	3 Low	6 Medium	9 Medium	12 High	15 Very high	
	2 Unlikely	2 Very low	4 Low	6 Medium	8 Medium	10 High	
	1 Rare	1 Very low	2 Very low	3 Low	4 Medium	5 Medium	

# OTHER QUESTIONS TO ASK THE VENDOR

- CAN THE WORK BE DONE ONSITE, OR DOES IT HAVE TO GO OFFSITE?
- DO THEY OWN OR LEASE THEIR EQUIPMENT?
- THIRD-PARTY INVOLVEMENT?
- PERMANENT OR TEMPORARY STAFF?





# QUESTIONS VENDORS MAY ASK YOU

- WHAT TYPE OF COLLECTIONS ARE AFFECTED?
- DO YOU HAVE A PRIORITY LIST FOR YOUR COLLECTIONS?
  - [GUIDES.LIBRARY.YALE.EDU/PRESERVATIONSERVICES/COLLECTIONSTOOL](https://guides.library.yale.edu/preservation-services/collectionstool)
- FACILITY AMENITIES?
- INSURANCE COVERAGE?

# IS THE VENDOR DOING “THE RIGHT THING”?

- AGREE ON EXPECTATIONS
  - SCOPE OF WORK OR PROJECT PLAN
- CONTRACTUAL AGREEMENT
- INTERNAL PROJECT MANAGER
- CONSULT A CONSERVATOR BEFORE AGREEING TO ANYTHING



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# PREPARING BEFORE THE DISASTER STRIKES

- VET LOCAL COMPANIES AHEAD OF TIME
- SECURE A COMPANY VIA RFP PROCESS
- “PREFERRED CUSTOMER” PROGRAMS
- AVAILABLE STATE CONTRACTS



The background of the slide is a light gray gradient with several realistic water droplets of various sizes scattered across it. The droplets have highlights and shadows, giving them a three-dimensional appearance. The largest droplet is in the bottom right corner, and there are smaller ones in the top left, bottom left, and center-right areas.

# QUESTIONS?

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