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
WHAT SECURITY MEASURES DO YOU USE?

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

• 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
QUESTIONS?

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