



WORKING WITH DISASTER RECOVERY VENDORS

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WHICH COMPANY DO I CHOOSE?

- “Disaster Recovery Vendors”
 - DRaaS – Disaster Recovery as a Service
 - Software / IT backup and recovery
 - Business Continuity/ Business Solutions Management
 - 6th hit down = Records Recovery Vendors – National Archives
- “Emergency Recovery Vendors Museums”
 - Smithsonian Archives
 - Metropolitan Museum of Modern Art
 - National Archives



WHICH COMPANY DO I CHOOSE?

- Name recognition is not enough
- Which services do they offer?
- Vet the companies thoroughly
- Call a conservator!
 - National Heritage Responder hotline:
 - 202.661.8068
 - info@conservation-us.org



SAMPLE QUESTIONS TO ASK THE VENDOR

- Can the work be done at your institution, or does it have to go offsite?
- Do they own or lease their equipment?
- Which drying technologies do they offer?
- How do they track items while they are at the vendor's facility?
- How do they treat for mold/ bacteria/ viruses/ parasites?
- Third-party involvement?
- Permanent or temporary staff?



SAMPLE QUESTIONS VENDORS MAY ASK YOU

- What type of collections are affected?
- Do you have a priority list for your collections?
 - <http://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



OTHER HELPFUL HINTS

- Secure a vendor before the emergency
- Local freezing capabilities to buy time
- Have an emergency plan
- Emergency supplies



QUESTIONS?

