

Library Emergency & Disaster Recovery Plan

Part I - Disaster Preparedness and Prevention General Guidelines:

The following guidelines are stated to provide all Library staff members with information for conducting regularly scheduled inspection of potential trouble sites, and checking disaster response supplies and equipment as a means of preparedness and prevention.

- The Emergency-Disaster Plan will be available at all appropriate locations in the Library, and all staff members will be familiar with its contents and will be trained to respond “before” a disaster occurs.
- Staff will be assigned to identify and inspect several times a year all areas and equipment which may cause or be subject to a disaster.
- The supply inventory must be updated at least twice a year, noting in particular the supplies on hand and those which would have to be purchased in an emergency.
- The Emergency-Disaster Plan should be updated as necessary for any of the following:
 - Names, addresses, and telephone numbers as necessary of first responders, consultants, and other emergency services personnel.
 - Names of personnel with special titles, such as Fire Marshall, Recovery Director, or Evacuation Administrator.
 - Emergency Procedures
 - Location of supply rooms and local stores.
 - Disaster plans of off-campus or branch libraries or resource centers.
 - Floor plans and collection salvage priorities.
 - Insurance coverage specific to the library materials and resources
 - List of any past disasters.

Collections Salvage Priorities:

Priority for salvage will be given to those records and collections that have information needed to establish or continue operations after a disaster; aid the recovery operations; and assist in fulfilling the requirements of the insurance company in order to file a claim.

In disasters where only a small amount of material has been affected it is possible to review the material item by item for recovery or discarding. However, it is far better to have some idea ahead of time which collections should be recovered first. There is no need to prioritize item by item; this will be done by groups of materials, such as below:

- First priority should be given to the “bibliographic records of the collection, i.e., the shelf list, card catalog, inventories, or some type of magnetic storage device (tape, disc). Any computer storage devices (disks, tapes, etc.) should be backed-up regularly and the backup stored off-site.
- Also necessary will be staff and personnel records necessary to continue payroll and essential library operations. It is strongly recommended that these records be duplicated and stored off-site to prevent their irretrievable loss.
- In terms of prioritizing collections, the emphasis should be on the greatest current need to support the university’s programs. This would include Reference, Reserves, Approval Books located in Technical Services, and certain Print Journals. Also keep in mind how difficult is certain material to replace, or how costly, i.e., Special Collections, Archives, Art Collections.
- Make special note of items that should not be frozen, such as microfilms, glass plate negatives, and magnetic media. Also, identify items that should never be air-dried, such as glossy, coated paper; or soluble inks.
- Priority collections and items should be marked on the floor maps, and appropriate library staff should make sure these items are known and understood by the salvage teams and local fire departments, or first responders.
- Keep in mind that the collection priorities list is a guide; however, since each disaster is unique, the Library Disaster Recovery Coordinator will consider the circumstances which may require deviations from the plan.

Insurance Coverage:

The Library Development Coordinator, will work closely with the Library Director, the Art Curator, the Archivist, and the Risk Management Personnel on the campus to gather information to aid in understanding insurance coverage. Once the information is gathered, the document should be transformed into one that states the value of the collections, what is covered and what is not, and how to file a claim. Specific information to have on hand would include:

- The replacement cost per book
- Which risks are covered, i.e., water, fire, explosion, smoke, vandalism, riot, aircraft, vehicles, theft, floods, tornadoes, earthquakes, windstorms, etc. The most frequent cause of damage to library materials is water. Therefore, good coverage is vital especially for such incidents as worn pipes bursting or sewers backing up, etc.
- For rare and valuable items a special policy (sometimes called a “fine arts insurance policy) covering each piece individually against all risks will be necessary. A list is compiled of the materials and their specific declared value. This list must be updated each year.
- Determine the requirements and liabilities are for workers helping with carrying-out materials after a disaster, whether they are staff or volunteers.

Security and Public Relations:

Phone numbers and other contact information for the university security service and public relations office will be on file in the Emergency-Disaster Plan, and in the Library's Administrative Offices, Circulation Desk, and Reference Department. Security should be called immediately when a disaster occurs. Security of the collections must be maintained and will need to be arranged almost immediately. If the Library decides to accept volunteers to assist in removing materials, there must be a way set up to screen them (also for their ability to physically do the work) and make sure they are under the supervision of a library staff member at all times.

It is recommended that a security guard be posted at all entrances and exits to examine backpacks, purse, etc. Never let people you are unsure or work in areas where rare and valuable materials are stored.

One person and one person only will be designated to deal with the media, in the event of the type of disaster that would attract this kind of coverage. All library staff will be instructed to refer any questions to this person. This person or another designee will be responsible for keeping staff informed on a regular basis of the state of recovery.

General Housekeeping Guidelines:

- Ensure that all internal fire doors are kept closed.
- Ensure that emergency equipment (i.e. fire extinguishers, fire hoses if available, first aid kits, etc.) is always accessible and in good working order. Do not, under any circumstances, place furniture, display cases, coat-racks, etc., in front of a fire-extinguisher, fire-hose cabinet, or manual box fire alarm system.
- Close drawers or file and storage cabinets when not in use.
- Do not leave exposed any materials, especially original documents or other Archival materials, on desks or tables overnight.
- Maintain a stable temperature in the library.
- Store valuable material in fireproof and dust-proof cabinets.
- Ensure that books are not shelved too tightly. This measure not only prevents user damage to the bindings when books are pulled off the shelves, but also ensures that, if flooding occurs, the water will not cause the books to swell to the point where they burst from their shelving units.
- Shelve materials so that they are set back a short distance from the edge.

Part 2 - Disaster Response:

All Emergency Contact Lists should be readily available and clearly understood by each staff member, including an Emergency Telephone Numbers list, the Disaster Team Contact list, and the Local Services and Experts Contact list. Here are examples of the contacts to include on each of these lists:

Emergency Telephone Numbers and Contact Persons:

- Police Department
- Fire Department
- Ambulance
- Facilities Management
- Health Department
- Poison Control
- Other Security Services

Disaster Team Contact List:

It is the responsibility of the person first observing the disaster to contact the appropriate “emergency service” as listed above, to respond to the emergency; then call the Library Administrative Offices, and a member of the Disaster Team. However, at all times, NEVER PUT YOURSELF IN JEOPARDY.

(A Disaster Team should consist of people who are assigned and “trained” to deal with a disaster of any kind, flood, fire, earthquake, tornado, hurricane, etc. A chain of command should be designated in a specific order and a typical list could look like the one below.)

- Disaster Operations Director.....Name.....Responsibility.....Phone Numbers
- Recovery Coordinator
- Facilities Manager
- Risk Management Insurance
- Library Administrators
- Cataloger
- Department Heads
- Archivist
- Art Curator
- Electronic Services Librarian
- Maintenance
- Security
- Human Resources
- Budget/Payroll
- Public Relations
- Other Campus Administrators

Local Services and Experts Contact List:

- Architect.....Name.....Address.....Phone Numbers
- Interior Designer
- Carpenter
- Chemist
- Computer Specialist
- Structural Engineer
- Electrician
- Fumigation
- Insurance Agent
- Special Janitorial Services
- Locksmith
- Pest Control
- Plumber
- Telephone repairs
- Utilities Service
- Deep Freeze Facility
- Vacuum or Freeze drying facility

EMERGENCY INSTRUCTIONS IN CASE OF FIRE:

(Follow instructions given by Campus Coordinators during Fire Drills, and observe the following basic guidelines.)

- Activate the ALARM, unless the fire is very small and can easily be controlled.
- EVACUATE the Area
- Call the Fire Department

- Fight the fire ONLY IF:
 - You know how
 - The fire is small
 - Confined to the area where it started
 - You have a way out
 - You can work with your back to the exit
 - You have the right type of extinguisher
 - You feel confident that you can operate it effectively.

- DO NOT fight the fire if:
 - You have any doubts about fighting it
 - It is spreading beyond the area where it started
 - It could block your escape route.

- After you have taken the above steps, use your DISASTER TEAM Contact List to notify the appropriate people.
- When you have, or are given, access to the building after the fire:
 - Look for water damaged materials
 - Look for smoke, soot, dirt on library materials
 - Look for fallen materials.
 - Report Damage to the person(s) listed on the DISASTER TEAM Contact List.

For “**water damage**” there is less than 48-hours to take action:

EMERGENCY INSTRUCTIONS IN CASE OF FLOODING OR WATER DAMAGE:

If you are the first person to notice or detect water damage to library materials, OR

If you are the first person to enter the library, a flooded area of the library, OR

Accessing wet materials after a major disaster:

- Do NOT touch or step into standing water. It could be electrified.
- DO NOT touch a person who has been electrocuted.
- Turn off, or ask Building Maintenance (phone if not present) to turn off the source of water, if it is possible.
- DO NOT TOUCH OR MOVE wet books or other library materials
- Contact the Disaster Team following instructions given on the DISASTER TEAM CONTACT List. Follow Instructions given.
- TURN OFF HEAT in the building
- TURN ON AIR CONDITIONING, even in winter, if possible, or ask building maintenance or security to do so.
- OPEN DOORS and WINDOWS to create maximum air flow.
- USE FANS and DEHUMIDIFIERS to create air currents if electrical facilities are operational.

The extent and the source of the flooding will dictate if Public Utilities must be notified and if water or electricity must be turned OFF/ON.

While waiting for Disaster Recovery Personnel:

- Get plastic sheets to cover materials under running water
- Paper towels to absorb (don't wipe) water on shelves or books
- Mops and pails for clean up.
- Remove Library material from the floor if they are dry.
- If authorized personnel are on the way, wait for them; otherwise proceed as above.

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