

SAMPLE DISASTER AND EMERGENCY PLAN FOR ALABAMA PUBLIC LIBRARIES

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Preface

[\(Click here to go directly to sample plan\)](#)

The Alabama Public Library Service recommends that every Alabama public library prepare a two-part plan to (1) handle disasters and emergencies directly affecting the library and (2) provide citizens with information to prepare for disasters and for their personal recovery should they become disaster victims. To assist libraries in the preparation of the recommended plan APLS has developed a sample plan beginning after this preface.

The sample is for the use of administrators, trustees, and others who have the responsibility of writing or reviewing such a plan. It covers many of the areas one would expect to find, but its purpose is to serve as a starting point—a document to examine and draw ideas from.

All of the emergency procedures listed in this sample are for illustrative purposes only. The library's planning team should work with the local funding authority (city or county), local fire department, local law enforcement authorities, and other emergency responders to develop specific procedures. Therefore, text from the sample may have to be adapted to the needs and unique circumstances of the individual library. Also, the sample leaves out information which the library should add to fit its own situation. Brackets are used for (1) special instructions to the plan writer and (2) places at which a library should insert its own information, such as the name of the library and specific staff positions. Also, at other parts of the document, boxes are highlighted in yellow where information must be entered (to re-create the custom yellow shade use red 255, green 255, and blue 200).

The term “**Administration**” is used to mean one or more persons forming the library's administration team: persons most directly responsible for the overall management of the library. If it consists of only the director, then the term “director” should be substituted in the library's own plan. However it may consist of a team including such positions as director, assistant director, and business manager. The specific positions of the administration team members should be listed in the plan's introduction. Most emergency procedures are divided into two categories: (1) staff action and (2) administrative action. Staff actions are to be performed by persons who work under the supervision of the administration. Administrative actions are to be performed by the administrative team.

Hyperlinks are used extensively to make it quicker and easier to jump between subjects. We recommend that public libraries utilize this feature in their own plans since time is of the essence when dealing with a real situation. As long as staff members' computers are functioning when using a plan online, they can more quickly find needed information. We also recommend that a printed copy of the plan be readily available in each department, or even at each employee's desk, to be used when a computer is not at hand.

Upon completion of the plan, members of the library administration and staff should be trained in its use, and be given refresher training once a year. All employees should be required to study the plan and learn what actions are required of them during emergencies. The library should consider printing instructions from the parts of the plan that may apply to only specific departments so that this information can be more readily accessed at the locations where it is needed.

Libraries should include as an appendix to the their plans the document *Disaster and Emergency Planning for Public Libraries*, prepared by APLS Consultant Jim Smith, Revised September 2008. This document will be of use when writing the plan, implementing it, and making periodic revisions. It is included here in Appendix B.

The sample plan has incorporated information from an online service called dPlan™; *The Online Disaster-Planning Tool*, ©Northeast Document Conservation Center. It is a free online set of templates that helps libraries compile planning data. We have copied much of the wording from these templates and from the plan automatically generated on the dPlan server using template information. A plan writer may enter required data directly into the library's own plan following the layout in the APLS sample. In this way the library's unique procedures can be combined with most of the information from the dPlan without actually going online and filling out dPlan templates. If you wish to learn more about the dPlan, go to www.dplan.org.

Copyright Status of dPlan:

Copyrights for disaster plans developed on the dPlan site www.dplan.org are vested in the institutions that develop them. Users may print, download, or adapt their entire disaster plans without specific permission from NEDCC. Note, however, that their use of the plans remains subject to the disclaimers stated on the dPlan web site. See site for full information.

Sections from dPlan™:

The following sections from dPlan™, The Online Disaster-Planning Tool, © Northeast Document Conservation Center, existing as of November 2008, used by permission, are in this APLS document, "Sample Disaster and Emergency Plan for Alabama Public Libraries". The APLS sample uses different numbering and lettering in some sections, as listed below. Also, in the APLS sample plan additional information regarding emergency lighting and fire extinguishers appears in Appendices L and M.

Sections from dPlan™	Equivalent sections in APLS sample plan
TELL ME MORE / Disaster Planning Responsibilities in: https://www.dplan.org/inst/tmmdisasterplanningteam.asp	Chapter 2, Planning Team
Chapter 2, part 2.2, Emergency Numbers	Section 3.1, Emergency Numbers
Chapter 2, part 2.3, Emergency Call List	Section 3.2, Emergency Call List
Chapter 2, part 2.4, List of Staff/Key Personnel	Section 3.4, List of Staff/Key Personnel

Sections from dPlan™	Equivalent sections in APLS sample plan
Chapter 2, part 2.5, Disaster Response Team	Section 3.3, Disaster Response Team
Chapter 3, part 3.1, General Salvage Procedures	Appendix O, section O.1
Chapter 4, Rehabilitation	Appendix N, Rehabilitation
Appendix A, Facilities Information	Appendix F, Facilities Information
Appendix B, Disaster Team Responsibilities	Section 3.3.1, Disaster Team Responsibilities
Appendix C, In-House Supplies	Appendix I, In-House Supplies
Appendix D, External Suppliers and Services	Appendix E, External Suppliers and Services
Appendix E, Record Keeping Forms	Appendix M, Record Keeping Forms
Appendix F, Salvage Priorities (Detailed)	Appendix P, Salvage Priorities
Appendix G, Floor Plans	Appendix G, Floor Plans
Appendix H, Insurance Information	Appendix J, Insurance Information
Appendix I, Volunteer/Temporary Personnel	Appendix Q, Volunteer/Temporary Personnel
Appendix J, Emergency Funds	Appendix D, Emergency Funds
Appendix K, Disaster Recovery Contract	Appendix C, Disaster Recovery Contract
Appendix L, Additional Resources for Salvage of Specific Media	Appendix O, section O.2
Appendix M, Pre-Disaster Communication with Emergency Services	Appendix K, Pre-Disaster Communication with Emergency Services
Appendix N, Command Center/Temporary Space	Appendix A, Command Center/Temporary Space
Appendix O, Information Technology	Appendix H, Information Technology
Appendix P, Prevention and Protection	Appendix L, Prevention and Protection

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[Sample]

Disaster and Emergency Plan for [enter library name]

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Part 1–Library Is Directly Impacted

Chapter 1

INTRODUCTION

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The term “**Administration**” is used to mean one or more persons forming the library’s administration team (the Director, Assistant Director, and Business Manager). Never hesitate to call Administration if you need emergency help.

Contact Administration as follows [sample wording]:

- (1) Dial 0, which connects you to the front desk.**
- (2) Identify yourself and the emergency you have, and state that you need to speak to—or leave a message for—a member of the Administration.**
- (3) Front desk staff will forward your call or give your message to an administration team member as soon as possible.**

Staff sometimes wonder if they should call **911** before calling Administration. Keep in mind that safety is our first concern. So, for example, if you see flames or smell strong smoke, call **911** first (as it says in the section of this manual on [Fire or smoke](#)).

Each problem described in this plan has a procedure section, which is a list of steps to follow. In emergencies individuals have to make quick decisions about how to handle a situation. Procedures such as these are helpful, but they cannot cover every possible sequence of events. In those cases, use your best judgment.

Remember, if you encounter a situation that is new or not fully covered in this plan, please notify Administration.

The procedures are intended to cover situations that may occur so that staff can be better prepared. Please notify Administration if there is a situation that should be added or if instructions are unclear.

The purpose of this document is to provide a plan for dealing with both *disasters* and *emergencies*, and those terms (as used in this plan) require clarification. *Disaster* means an unexpected occurrence inflicting widespread destruction and distress and having long-term adverse effects on operations. *Emergency* means a situation or an occurrence of a serious nature, developing suddenly and unexpectedly, and demanding immediate action. An emergency is generally of short duration, for example, an interruption of normal operations for a week or less. It may involve electrical failure or minor flooding caused by broken pipes.

Some of the concepts and wording for this plan are from dPlan™; *The Online Disaster-Planning Tool*. ©Northeast Document Conservation Center.”

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Chapter 2

PLANNING TEAM

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The following is a list of all disaster planning team members appointed by the library director. The team includes institutional staff members AND other key personnel who are not staff members but are involved in your disaster planning efforts (e.g., members of the board of trustees, town building department personnel). The membership of the disaster planning team may (or may not) be the same as the membership of the disaster response team. Letters of appointment are prepared and filed. Each letter contains (1) assigned responsibility of the member, (2) signature of director, and (3) signature of the team member.

Disaster Planning Team:

Name	Title

Enter a name and title on each row. To add additional rows, position cursor at end of bottom row and press Enter.

Latest plan review completion date:	
-------------------------------------	--

Next plan review date:	
------------------------	--

Disaster Planning Team Responsibilities

Whether the disaster planning team is large or small, it should be representative of the institution. It should include at least one member from all departments, as well as from any outside departments or agencies that are involved in daily operations (e.g., administration, facilities management, information technology, human resources). It is also helpful to include staff at a range of levels (e.g., from paraprofessionals to department heads) to provide differing points of view. When assigning members to the planning and response teams, keep in mind that staff members have different skills, talents, and experience. Some may be more skilled at planning and organization, while others may be better suited to provide the calm and reasoned response under pressure that is needed during disaster response.

There are a number of activities that must be carried out during the disaster planning process. These include (but are not limited to):

- Gathering collections information
- Preparing a staff list
- Assessing risks

- Devising opening and closing procedures
- Devising a preventive maintenance checklist
- Determining salvage priorities
- Collecting insurance and accounting information
- Collecting facilities information and preparing floor plans
- Collecting information about local emergency services
- Gathering internal supplies
- Collecting information about external supplies
- Devising emergency response and evacuation procedures
- Preparing an emergency call list
- Identifying a potential command center and/or alternative storage or drying space
- Identifying potential volunteers and/or workers
- Coordinating staff training
- Coordinating distribution, review, and updating of the plan

The disaster planning team should review the various elements of this planning tool before beginning to gather information. Each member of the planning team should be assigned responsibility for coordinating one or more of the activities noted above. They may receive assistance from other staff members, but they are responsible for ensuring that the necessary actions are taken. The responsibilities should correspond to their duties within the institution to the extent possible (e.g., facilities management personnel might work on a preventive maintenance checklist, each department head might work on salvage priorities for their collections). In smaller institutions, each team member will have multiple responsibilities. As each team member gathers the relevant information, it should be shared with the disaster planning team and then input into this template.

When assessing risks, the team utilizes the risk assessment information as determined at the county level by the County Emergency Management Agency in its emergency management plan. In addition, the team may utilize the risk assessment information as determined by the County Local Emergency Planning Council in its mitigation plan pertaining to hazardous materials, where hazardous materials pose a risk to the library. Further, the team may utilize other sources of information on risk assessment.

See Appendix B (Disaster and Emergency Planning for Public Libraries) for more information about the responsibilities of the planning team.

Anyone with questions pertaining to fire safety and preparedness can contact the State Fire Marshal's Office at 334-241-4166.

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Chapter 3

EMERGENCY RESPONSE PERSONNEL

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3.1 EMERGENCY NUMBERS

3.1.1 Library Administration and Front Desk *[There is no template. Use the wording here or create your own so that staff will know how to contact the library administration.]*

- (1) Dial 0, which connects you to the front desk.
- (2) Identify yourself and the emergency you have, and state that you need to speak to—or leave a message for—a member of the Administration.
- (3) Front desk staff will forward your call or give your message to an administration team member as soon as possible.

3.1.2 Emergency Services

Police/Sheriff – Name: Phone: 911 Service availability:
Fire Department – Name: Phone: 911 Service availability:
Ambulance – Name: Phone: 911 Service availability:
In-house Security – Name: Phone: After-hours phone: Cell phone:
Security monitoring company – Name: Phone: After-hours phone: Cell phone:

EMERGENCY RESPONSE PERSONNEL

Local emergency management agency– Name: Phone: After-hours phone: Cell phone:
--

Poison Information Center: 1-800-222-1222

3.1.3 Maintenance / Utilities

For additional information about the building and systems, see [Appendix F–Facilities Information](#).

3.2 EMERGENCY CALL LIST ([Back to Contents](#))

List disaster team and staff members in the order that they should be called in an emergency (many institutions list the staff members who live closest first).

If you discover an emergency, call the people on this list in order until you contact someone who can assist in addressing the problem.

In consultation with that person, decide who else needs to be contacted. The disaster response team leader, the facilities maintenance supervisor, and the institutions director will need to be notified of any emergency, however small. In the case of a small-scale problem other staff members may not be needed at all, or you will only need to contact those who are in charge of the collections directly affected. See the [Staff/Key Personnel List](#), in section 3.4 below in this chapter for additional contact information.

Emergency call list:

Staff member	Estimated response time in minutes
1.	
2.	
3.	

To add additional rows, position cursor at end of bottom row and press Enter.

3.3 DISASTER RESPONSE TEAM ([Back to Contents](#))

The disaster response team will coordinate first response to an emergency, as well as salvage and long-term rehabilitation of the collections and the building. The membership of the disaster response team may (or may not) be the same as the membership of the disaster planning team.

The members of the disaster response team should be able to think clearly under pressure, consider all options quickly but carefully, make decisions, and act. In particular, the head of the team will need to provide strong leadership in stressful circumstances. The composition of the disaster team may reflect the organizational hierarchy, but in some cases it may be better if it does not.

EMERGENCY RESPONSE PERSONNEL

It is important to include on the disaster team any personnel that are not on staff but will need to play an important role in disaster recovery (such as personnel from town departments and/or members of the board of trustees). These people should also have been entered into the [Staff/Key Personnel List](#), in section 3.4 below in this chapter.

List the members of the disaster response team below, and indicate which members of the team will fill the specific roles that are likely to be needed during an emergency. Note that in a small institution, each person may fill more than one role. In all cases, designate backups in case a team member is not available during an emergency. Letters of appointment are prepared and filed. Each letter contains (1) assigned responsibility of the member, (2) signature of director, and (3) signature of the team member.

Disaster response team:

Disaster Response Team Leader: Backup#1: Backup#2:
Administrator/Supplies Coordinator: Backup:
Collections Recovery Specialist: Backup:
Subject Specialists –
Work Crew Coordinator: Backup:
Technology Coordinator: Backup:
Building Recovery Coordinator: Backup:
Security Coordinator: Backup:
Public Relations Coordinator: Backup:
Documentation Coordinator: Backup:

3.3.1 Disaster Response Team Responsibilities

EMERGENCY RESPONSE PERSONNEL

Disaster Team Leader: Activates the disaster plan; coordinates all recovery activities; consults with and supervises all members of the disaster team; establishes and coordinates an internal communications network; and reports to the director or governing body, as appropriate. Important: be sure that this person has authorization to act from the upper levels of the administration, if necessary. [Each county should have one public library staff member who is NIMS certified at the 100 and 200 level. If the library is the only one in the county or if the library has an agreement with other libraries in the county to have the a NIMS certified person, then:] The disaster response team leader is NIMS certified at the 100 and 200 level. More information about NIMS is in Chapter 6.

Administrator/Supplies Coordinator: Tracks personnel working on recovery; maintains in-house disaster response supplies; orders/coordinates supplies, equipment, and services with other team members; authorizes expenditures; deals with insurance company.

Collections Recovery Specialist: Keeps up to date on collections recovery procedures; decides on overall recovery/rehabilitation strategies; coordinates with administrator regarding collections related services/supplies/equipment, such as freezing and vacuum freeze drying services; trains staff and workers in recovery and handling methods.

Work Crew Coordinator: Coordinates the day-to-day recovery work of library staff and volunteers to maintain an effective workflow; arranges for food, drink, and rest for staff, volunteers, and other workers.

Subject Specialist/Department Head: Assesses damage to the collections under his/her jurisdiction; decides what will be discarded and what will be salvaged; assigns salvage priorities among collections. Unless the institution is very small, there will be more than one subject specialist.

Technology Coordinator: Assesses damage to technology systems, such as hardware, software, telecommunications; decides on recovery/rehabilitation strategies; sets priorities for recovery; coordinates with administrator for external services/supplies/equipment related to technology.

Building Recovery Coordinator: Assesses damage to the building and systems; decides on recovery/rehabilitation strategies for the building; coordinates with administrator for external services/supplies/equipment related to building recovery.

Security Coordinator: Maintains security of collections, building, and property during response and recovery; oversees response to medical emergencies.

Public Relations Coordinator: Coordinates all publicity and public relations, including communication with the media and the public. Provides regular updates of information to the media and the public. Takes names and phone numbers of potential volunteers.

Documentation Coordinator: Maintains a list of the priorities for recovery; keeps a written record of all decisions; maintains a written and photographic record of all damaged materials for insurance and other purposes; tracks collections as they are moved during salvage and treatment.

EMERGENCY RESPONSE PERSONNEL

3.4 LIST OF STAFF / KEY PERSONNEL ([Back to Contents](#))

The following are lists of all library staff members AND other key personnel who are not staff members but are involved in your disaster planning efforts (e.g., members of the board of trustees, town building department personnel).

Staff:

First Name:
Last Name:
Title:
Work phone/extension:
Work email:
Home phone:
Cell phone:
Pager:
Home email:
Home address:

To add names copy the following template and paste it just below the last entry:

First Name:
Last Name:
Title:
Work phone/extension:
Work email:
Home phone:
Cell phone:
Pager:
Home email:
Home address:

Key Personnel Who Are Not Staff:

First Name:
Last Name:
Title:
Work phone/extension:
Work email:
Home phone:
Cell phone:
Pager:
Home email:
Home address:

To add names copy the following template and paste it just below the last entry:

First Name:

EMERGENCY RESPONSE PERSONNEL

Last Name:
Title:
Work phone/extension:
Work email:
Home phone:
Cell phone:
Pager:
Home email:
Home address:

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Chapter 4

HUMAN EMERGENCY PROCEDURES

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Beginning on the following page are sample human emergency response procedures.

ALARMS AND ALARM PULL STATIONS

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IMPORTANT BASIC INFORMATION

[The following procedures are for illustrative purposes only, as are all the procedures in this sample plan. Work with your local funding authority (city or county) and local fire department to develop specific procedures.]

An **alarm** is a warning of existing or approaching danger. There are 3 main alarm sounds heard in the library building: (1) Fire Alarm Bell, (2) Voice Announcement, and (3) Elevator Alarm Bell.

A **fire alarm pull station** is an active fire protection device that, when activated, initiates a fire alarm. Alarms are activated by pulling the handle down, sending an alarm to the Fire Department.

Be Prepared:

- Know the location of the nearest fire alarm pull station (see [Evacuation Floor Plans](#)).
- Know the evacuation route from your location.

Staff Action

Fire Alarm Bell or Voice Announcement of Fire:

- When you hear the building fire alarm or voice announcement of fire, follow the [Evacuation](#) procedure.
- Evacuate the entire building.
- For locations of fire alarms see [Evacuation Floor Plans](#)
- For when to pull fire alarm see [Fire or Smoke](#)

Voice Announcement:

When you hear an announcement over the intercom system, comply with all instructions given.

Elevator Alarm Bell:

If you hear the elevator alarm, follow these procedures:

1. Report problem by elevator type to Administration: (a) passenger elevator or (b) freight elevator. Give as many details as possible.
2. Check to see if anyone is trapped in the elevator.
3. If someone is in the elevator, ask if he or she has used the telephone to call 0 for elevator assistance. A telephone is located in each elevator behind a small door.

When the handset is picked up there should be a dial tone.

4. Reassure the person that help is on the way.
5. Do not force the elevator doors open. A person climbing out could be crushed if the elevator moves unexpectedly.
6. Turn off elevator power switch.

Administrative Action

Fire Alarm Bell or Voice Announcement of Fire:

- If a fire alarm sounds Administration determines the reason for the alarm if possible.
- If Administration determines that evacuation is necessary and the fire alarm system has not already been activated, it takes the appropriate action: (1) activates the fire alarm or (2) makes an evacuation announcement via the intercom and through direct voice communication to all staff.
- Administration oversees the evacuation. See [Evacuation](#)

Voice Announcement

- Administration may make voice announcements of other types of emergencies and give appropriate instructions.

Elevator Alarm Bell:

- Administration receives information from staff about the elevator emergency and takes action needed to get people out of the elevator safely.

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Related Sections of Handbook

[Evacuation](#)

[Fire or Smoke](#)

[Evacuation Floor Plans](#)

BOMB THREAT

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IMPORTANT BASIC INFORMATION

[The following procedures are for illustrative purposes only, as are all the procedures in this sample plan. Work with your local funding authority (city or county), local fire department, and local law enforcement authorities to develop specific procedures.]

A **bomb threat** is a telephone call, note or verbal message that indicates that a bomb has been placed in or near the library building. Take all bomb threats seriously.

Staff Action

All bomb threats are to be taken seriously.

While Receiving a Bomb Threat by Phone

- Keep the caller on the phone as long as possible.
- **[if the library has caller ID]** Do not hang up the receiving phone. With a silent signal or message, try to have someone call 911 on another phone to report the phone number on which the call is received. Follow the instructions of the 911 dispatcher. **[if the library does not have caller ID]** Do not hang up the receiving phone. With a silent signal or message, try to have someone call 911 to report the call and ask if it can be traced. Follow the instructions of the 911 dispatcher.
- Get as much information from the caller as possible and write it down:
 - Exact location threatened: building, floor and room;
 - Time bomb is supposed to explode;
 - Kind of bomb;
 - Listen for clues about the caller, such as accent or background noise.

If a bomb threat is made by phone:

- Stay calm.
- Do not put the telephone call on hold or hang up on the caller. Talk to the caller. Try to elicit as much information as possible using the [Bomb threat checklist](#). The checklist will help in apprehending the caller.

After Receiving a Threat [The following procedures, as are all the procedures listed in this document, are given as a sample which may or may not work in your individual circumstances. Specific procedures for dealing with this threat must be done in exact accordance with professional guidelines. Contact your local EMA office and develop procedures under their guidance.]

- Call Circulation Desk at 0. The staff on duty at the Circulation Desk will contact library Administration and relay all information.

- If instructed by Administration to evacuate the building, sound the fire alarm in all parts of the building. Follow procedure for [Evacuation](#)
- Instruct people to move away from the building (at least 300 feet).
- Do not use cell phones or walkie-talkies as they may detonate a bomb.
- Do not search for the bomb; don't risk your life or that of others.
- Complete incident report form.

Administrative Action

- Administration calls 911.
- Administration oversees the procedures to be followed by staff.
- Evacuate the building if necessary.

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Related Sections of Handbook

[Bomb threat checklist](#)

[Evacuation](#)

[Suspicious package \(bomb or biochemical\)](#)

Bomb Threat Checklist

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If you receive a bomb threat by telephone, use this form as a guide and document the call. Immediately contact your supervisor or call the Circulation Desk at 0 and provide whatever information you were able to obtain from the caller.

<p style="text-align: center;">DO NOT HANG UP ON THE PERSON MAKING THE CALL</p> <p>QUESTIONS TO ASK</p> <ol style="list-style-type: none">1. When is bomb going to explode?2. Where is the bomb?3. What does it look like?4. What kind of bomb is it?5. What will cause it to explode?6. Did you place the bomb?7. Why?8. Where are you calling from?9. What is your address?10. What is your name? <p>EXACT WORDING OF THE THREAT:</p> <hr/> <p>Sex of caller: Race: Age: Length of call: Extension at which call is received: Time: Date</p>	<p>CALLER'S VOICE:</p> <table><tr><td><input type="checkbox"/> Calm</td><td><input type="checkbox"/> Nasal</td></tr><tr><td><input type="checkbox"/> Angry</td><td><input type="checkbox"/> Stutter</td></tr><tr><td><input type="checkbox"/> Excited</td><td><input type="checkbox"/> Lisp</td></tr><tr><td><input type="checkbox"/> Slow</td><td><input type="checkbox"/> Raspy</td></tr><tr><td><input type="checkbox"/> Rapid</td><td><input type="checkbox"/> Deep</td></tr><tr><td><input type="checkbox"/> Soft</td><td><input type="checkbox"/> Ragged</td></tr><tr><td><input type="checkbox"/> Loud</td><td><input type="checkbox"/> Clearing Throat</td></tr><tr><td><input type="checkbox"/> Laughter</td><td><input type="checkbox"/> Deep Breathing</td></tr><tr><td><input type="checkbox"/> Crying</td><td><input type="checkbox"/> Voice Disguised</td></tr><tr><td><input type="checkbox"/> Normal</td><td><input type="checkbox"/> Distinct</td></tr><tr><td><input type="checkbox"/> Slurred</td><td><input type="checkbox"/> Accent</td></tr><tr><td><input type="checkbox"/> Familiar</td><td></td></tr></table> <p>If the voice is familiar, who does it sound like? _____</p> <p>BACKGROUND SOUNDS:</p> <table><tr><td><input type="checkbox"/> Street Noises</td><td><input type="checkbox"/> Factory Machinery</td></tr><tr><td><input type="checkbox"/> Crockery</td><td><input type="checkbox"/> Animal Noises</td></tr><tr><td><input type="checkbox"/> Static</td><td><input type="checkbox"/> PA System</td></tr><tr><td><input type="checkbox"/> Local</td><td><input type="checkbox"/> Music</td></tr><tr><td><input type="checkbox"/> House Noises</td><td><input type="checkbox"/> Long Distance</td></tr><tr><td><input type="checkbox"/> Booth</td><td><input type="checkbox"/> Office Machinery</td></tr><tr><td><input type="checkbox"/> Other:</td><td></td></tr></table> <p>THREAT LANGUAGE:</p> <table><tr><td><input type="checkbox"/> Well Spoken (Educated)</td><td></td></tr><tr><td><input type="checkbox"/> Incoherent</td><td><input type="checkbox"/> Taped</td></tr><tr><td><input type="checkbox"/> Foul</td><td><input type="checkbox"/> Irrational</td></tr><tr><td><input type="checkbox"/> Message read by threat maker</td><td></td></tr></table> <p>Remarks</p>	<input type="checkbox"/> Calm	<input type="checkbox"/> Nasal	<input type="checkbox"/> Angry	<input type="checkbox"/> Stutter	<input type="checkbox"/> Excited	<input type="checkbox"/> Lisp	<input type="checkbox"/> Slow	<input type="checkbox"/> Raspy	<input type="checkbox"/> Rapid	<input type="checkbox"/> Deep	<input type="checkbox"/> Soft	<input type="checkbox"/> Ragged	<input type="checkbox"/> Loud	<input type="checkbox"/> Clearing Throat	<input type="checkbox"/> Laughter	<input type="checkbox"/> Deep Breathing	<input type="checkbox"/> Crying	<input type="checkbox"/> Voice Disguised	<input type="checkbox"/> Normal	<input type="checkbox"/> Distinct	<input type="checkbox"/> Slurred	<input type="checkbox"/> Accent	<input type="checkbox"/> Familiar		<input type="checkbox"/> Street Noises	<input type="checkbox"/> Factory Machinery	<input type="checkbox"/> Crockery	<input type="checkbox"/> Animal Noises	<input type="checkbox"/> Static	<input type="checkbox"/> PA System	<input type="checkbox"/> Local	<input type="checkbox"/> Music	<input type="checkbox"/> House Noises	<input type="checkbox"/> Long Distance	<input type="checkbox"/> Booth	<input type="checkbox"/> Office Machinery	<input type="checkbox"/> Other:		<input type="checkbox"/> Well Spoken (Educated)		<input type="checkbox"/> Incoherent	<input type="checkbox"/> Taped	<input type="checkbox"/> Foul	<input type="checkbox"/> Irrational	<input type="checkbox"/> Message read by threat maker	
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Related Sections of Handbook

[Bomb threat
Evacuation](#)

BOMB THREAT CHECKLIST

BUILDING EXPLOSION

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IMPORTANT BASIC INFORMATION

[The following procedures are for illustrative purposes only, as are all the procedures in this sample plan. Work with your local funding authority (city or county) and local fire department to develop specific procedures.]

An **explosion** is a release of energy in a sudden, loud and often violent manner with the generation of high temperature and usually with the release of gases. Because the cause of a major explosion often cannot be determined immediately, it is best to take the same precautions as for a fire.

Staff Action

1. If safe to do so, call 911. Give your name, location and department. Advise them of the situation.
2. If safe to do so, notify Administration. Give as many details as possible.
3. Do what seems reasonable to protect yourself: take cover under sturdy furniture, stand near walls by elevators or fire stairs or leave the building.
4. The person handling the front desk must take the visitor sign-in sheet to account for visitors in the building.
5. Use stairs to leave the building. Do not use an elevator.
6. When outside, move at least 300 feet away from the hazard site. Meet at the following designated area outside the building: [enter the designated area]:
7. Watch for flying debris and stay away from windows.
8. Do not light matches or lighters in case there is explosive gas or other material present.

Administrative Action

- Library Administration calls 911, even if staff have already called.
- Administration oversees the procedures to be followed by staff.
- Order the evacuation the building if necessary and safe.
- If Library Administration determines that evacuation is necessary and the fire alarm system has not already been activated, it takes the appropriate action: (1) activates the fire alarm or (2) makes an evacuation announcement via the intercom and through

direct voice communication to all staff.

- Library Administration oversees the evacuation.
- Have an assigned staff member take a staff roster outside with them to be used to help account for staff.
- Administration or other staff with the necessary information (using staff roster and visitor sign-in sheet) notify police or fire personnel of the location of persons remaining in the building, such as disabled persons.
- Administration posts staff at entrances, voluntarily and only if it appears safe to do so, to keep people from entering or re-entering the building.

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Related Sections of Handbook

[Evacuation](#)

CRIME IN PROGRESS

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IMPORTANT BASIC INFORMATION

[The following procedures are for illustrative purposes only, as are all the procedures in this sample plan. Work with your local funding authority (city or county) and local law enforcement authorities to develop specific procedures.]

Staff Action

1. Do not attempt to apprehend or interfere with the suspect.
2. Do, if safe, get a good description of the suspect. Note height, weight, sex, color, age, clothing, method and direction of travel, and name, if known. If the suspect is entering a vehicle, note the license plate number, type, make, model, color and outstanding characteristics.
3. Do, if safe, call **911**. Give your name, location and department. Advise them of the situation and, if safe to do so, remain where you are until contacted by an officer.
4. Do, If safe, call Circulation Desk at **0**. The staff on duty at the Circulation Desk will contact Administration and relay all information.
5. Complete incident report form.

Administrative Action

Library Administration calls police and explains the situation and also that staff may have already called 911. Follow advice given by police.

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Related Sections of Handbook: [Workplace violence](#)

EARTHQUAKE (MAJOR)

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IMPORTANT BASIC INFORMATION

[The following procedures are for illustrative purposes only, as are all the procedures in this sample plan. Work with your local funding authority (city or county) and local fire department to develop specific procedures.]

A **major earthquake** is one in which one or more of the following occurs: book stacks collapse or sag dangerously, walls or floors crack or crumble, window glass breaks, electrical wires become exposed, power is lost, flooding occurs, elevators fail or building entrances are blocked.

Staff Action

During the Earthquake

- Move away from windows and falling objects.
- Be aware of collapsing book shelves and falling objects.
- Stand close to elevators or fire stairs.
- Take immediate cover under a sturdy table or desk, in a doorway, or by a wall.
- If you are outdoors, move away from power poles or lines, lamp posts, and the building.

After the Tremors End

- Call Circulation Desk at 0. The staff on duty at the Circulation Desk will contact Administration and relay all information.
- Library Administration calls 911.
- If telephones are not working, communicate with authorities in person.
- Sound the fire alarm in all parts of the building to evacuate the building (watch for aftershocks)
- Use stairs to leave the building. Using elevators may be unsafe.
- Do not light matches or lighters in case explosive materials are present.
- Avoid touching fallen electrical lines
- When outside, move at least 300 feet away from the hazard site.
- Render first aid as needed.
- Check for fire or fire damage.
- Check for flooding or water damage.

Administrative Action

- Administration calls 911 and explains the situation. Also explains that staff may have also called previously.
- After the tremors end, Administration orders the evacuation of the building.

EARTHQUAKE

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Related Sections of Handbook

[*Evacuation*](#)

ELEVATOR FAILURE

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IMPORTANT BASIC INFORMATION

[The following procedures are for illustrative purposes only, as are all the procedures in this sample plan. Work with your local funding authority (city or county) and local fire department to develop specific procedures.]

Elevator failure is when an elevator fails to move from floor to floor or an elevator door fails to open. The elevator alarm may or may not be heard.

Staff Action

1. Report problem by elevator type to administration: (a) passenger elevator or (b) freight elevator. Give as many details as possible.
2. Check to see if anyone is trapped in the elevator.
3. If someone is in the elevator, ask if he or she has used the telephone to call 0 for elevator assistance. A telephone is located in each elevator behind a small door. When the handset is picked up there should be a dial tone.
4. Reassure the person that help is on the way.
5. Do not force the elevator doors open. A person climbing out could be crushed if the elevator moves unexpectedly

Administrative Action

Administration receives information from staff about the elevator emergency and takes action needed to get people out of the elevator safely.

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EVACUATION

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IMPORTANT BASIC INFORMATION

[The following procedures are for illustrative purposes only, as are all the procedures in this sample plan. Work with your local funding authority (city or county) and local fire department to develop specific procedures.]

Evacuation of a building means that everyone in the building must leave, usually because of a dangerous situation. Evacuation is signaled by sounding the fire alarm or by an announcement over the intercom. State law requires that all occupants evacuate when a building's fire alarm sounds.

A **disabled person** in this context is one who cannot walk, or see or hear clearly enough to be able to leave a building without assistance in an emergency.

Disabled persons who use the library often should be encouraged to make their emergency evacuation needs known to public service staff ahead of time.

Evacuation Plan

Who's Responsible: To assure the safety of staff and patrons, the following on-duty supervisors (or their appointed alternates) will be responsible to sweep each area as follows:

IT Department Head: (1) IT Department, (2) Training Room, and (4) Adjoining hallways.

Technical Services Department Head: (1) Technical Services office and (3) Adjoining hallways.

Assistant Director: (1) Administrative offices on west side, (2) meeting room opening from administrative area, (3) Staff kitchen, (4) Patio, (5) Bathrooms (6) Microfilm room, (7) Snack machine room, (8) Storage room adjacent to snack machine room, and (9) Adjoining hallways.

Business Manager: (1) Business offices adjacent to main hallway, (2) Seating area across from business office, (3) Reference Rooms.

To provide for the case when a supervisor is absent, each supervisor will appoint alternates to sweep the designated area, so that someone will be present in each department who will be responsible for performing the sweep.

Staff Action

- Leave the building without delay in accordance with the posted evacuation floor plan(s): arrows show routes for people to follow to evacuate all parts of the building. Ignore any door alarm. If you cannot remember the route on the floor plan, use the

nearest exit.

- If you hear a fire alarm, close the doors on your level and immediately evacuate the building.
- The person handling the front desk must take the visitor sign-in sheet to account for visitors in the building.
- Meet at the following designated area outside the building: [enter the designated area].
- If the alarm stops sounding continue evacuation and warn others who may attempt to enter the building. **COMPLETE EVACUATION IS REQUIRED.**
- Leave walks and driveways open for arriving fire fighters.
- Use stairs. Do not use elevators.
- In the case of a bomb threat, stand at least 300 feet away from the building.
- Take personal items with you only if that can be done quickly.
- Secure your office or area as time permits.
- As staff leave the building, they should instruct anyone they see along their escape route to leave as well.
- Once patrons are informed of an evacuation, staff should leave without regard for persons who refuse to leave.
- Staff of a unit should congregate in a predetermined location outside to account for all staff known to be working at the time.
- Administration or other staff with information notify police or fire personnel of the location of persons remaining in the building, such as disabled persons.
- Administration will post staff at entrances, voluntarily and only if it appears safe to do so, to keep people from entering or re-entering the building.

Help the disabled

- Help disabled people move to safe areas.
- Observe where people are waiting for rescue and notify the library Administration, firefighters or police after leaving the building.
- Visual Impairment:
 - Give verbal instructions to advise about the safest exit route using directional terms and estimated distances.
 - Do not grasp a visually impaired person's arm. Ask if he or she would like to hold onto your arm as you exit, especially if there is debris or crowding.
- Mobility Impairment
 - It may be necessary to clear the exit route of debris (if possible) so that a

EVACUATION

mobility impaired person can evacuate or move to a safe area.

- If a mobility impaired person cannot exit, he or she should move to a safer area, such as an office with a door that shuts and which is a good distance from the hazard and away from falling debris and glass.

Administrative Action

- If a fire alarm sounds Library Administration determines the reason for the alarm if possible.
- If Library Administration determines that evacuation is necessary and the fire alarm system has not already been activated, it takes the appropriate action: (1) activates the fire alarm or (2) makes an evacuation announcement via the intercom and through direct voice communication to all staff.
- Library Administration oversees the evacuation.
- Have an assigned staff member take a staff roster outside with them to be used to help account for staff.
- Administration or other staff with the necessary information (using staff roster and visitor sign-in sheet) notify police or fire personnel of the location of persons remaining in the building, such as disabled persons.
- Administration posts staff at entrances, voluntarily and only if it appears safe to do so, to keep people from entering or re-entering the building.

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Related Sections of Handbook:

[Alarms and alarm pull stations](#)

[Bomb threat](#)

[Building explosion](#)

[Fire or smoke](#)

[Evacuation Floor Plans](#)

[Hazardous materials release](#)

[Workplace violence](#)

EVACUATION FLOOR PLANS

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Evacuation floor plans are prepared showing the following:

1. All exits
2. All fire alarm pull stations (can use symbols)
3. All fire extinguishers (can use symbols)
4. Arrows showing routes for people to follow to evacuate the building
5. A dot showing the location of the person viewing the plan.

[If the floors plans can be reduced to size that can fit on an 8 ½" x 11" page and still remain legible, then insert copies here.] On each floor is publicly posted the floor plan for each floor at locations where staff and the general public can easily find them in case of emergency evacuation. Also, a copy of the evacuation floor plan is given to each staff member to be kept readily available at the individual's work station.

FIRE EXTINGUISHERS

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IMPORTANT BASIC INFORMATION

[The following procedures are for illustrative purposes only, as are all the procedures in this sample plan. Work with your local funding authority (city or county) and local fire department to develop specific procedures.]

A **fire extinguisher** is a portable apparatus containing chemicals that can be discharged in a jet to extinguish a small fire. Library extinguishers are multi-purpose, dry chemical extinguishers. They are red in color and labeled for use on A (ordinary combustible), B (flammable liquids) and C (electrical equipment) fires.

A **SMALL FIRE** is no larger than a fire in a waste basket. Any other fire is a **BIG FIRE**.

Staff Action

Be Prepared

- Know the location of the nearest extinguisher and alarm pull station (see [Evacuation Floor Plans](#)).
- Know the evacuation route from your location.

Using the Extinguisher

- Pull the pin.
- Aim the extinguisher.
- Spray at the base of the fire.
- Use a sweeping motion.
- Extinguish the fire completely.

Fight the fire ONLY IF:

- You know how.
- The fire is small—**no larger than a fire in a waste basket**.
- 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:

- The fire is large—**bigger than a fire in a waste basket**.

- You have any doubts about fighting it.
 - It is spreading beyond the area where it started.
 - It could block your escape route.

IF YOU CANNOT PUT OUT THE FIRE: Call 911 and/or pull fire alarm. Alarm stations are at several exits. If you are in immediate danger, evacuate the building and call 911 from a cell phone or from a neighboring building.

NOTIFY LIBRARY ADMINISTRATION AS SOON AS POSSIBLE. Notify Administration, but, if in immediate danger, evacuate the building and call Administration from outside the building from a cell phone or phone at a neighboring building.

Administrative Action

Administration oversees the training of staff in how and when to use fire extinguishers.

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Related Sections of Handbook

[Alarms and alarm pull stations](#)

[Fire or smoke](#)

[Evacuation Floor Plans](#)

FIRE OR SMOKE

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IMPORTANT BASIC INFORMATION

[When developing procedures for dealing with fire or smoke utilize the following information:]

The following information is provided by the U.S. Department of Labor Occupational Safety & Health Administration (OSHA) for developing fire evacuation plans and procedures. The information is copied directly from:

http://www.osha.gov/SLTC/etools/evacuation/portable_relation.html

A fire is the most common type of emergency for which small businesses must plan. A critical decision when planning is whether or not employees should fight a small fire with a portable fire extinguisher or simply evacuate. Small fires can often be put out quickly by a well-trained employee with a portable fire extinguisher. However, to do this safely, the employee must understand the use and limitation of a portable fire extinguisher and the hazards associated with fighting fires. Evacuation plans that designate or require some or all of the employees to fight fires with portable fire extinguishers increase the level of complexity of the plan and the level of training that must be provided employees.

Should employees evacuate or be prepared to fight a small fire?

Choosing to evacuate the workplace rather than providing fire extinguishers for employee use in fighting fires will most effectively minimize the potential for fire-related injuries to employees. In addition, training employees to use fire extinguishers and maintaining them requires considerable resources. However, other factors, such as the availability of a public fire department or the vulnerability of egress routes, will enter into this decision.

Option 1	Option 2	Option 3	Option 4
Total evacuation of employees from the workplace immediately when alarm sounds. No one is authorized to use available portable fire extinguishers.	Designated employees are authorized to use portable fire extinguishers to fight fires. All other employees must evacuate workplace immediately when alarm sounds.	All employees are authorized to use portable fire extinguishers to fight fires.	Extinguishers are provided but not intended for employee use.
Requirement	Requirement	Requirement	Requirement
Establish an emergency action plan, fire prevention plan and train employees accordingly. Extinguishers are not existing and not required.	Establish an emergency action plan and train employees accordingly. Meet all general fire extinguisher requirements plus annually train designated employees to use fire extinguishers. Fire extinguishers in the workplace must be inspected, tested, and maintained	If any employees will be evacuating, establish an emergency action plan and train employees accordingly. Meet all general fire extinguisher requirements plus annually train all employees to use fire extinguishers. Fire extinguishers in the workplace must be inspected, tested, and maintained	Establish an emergency action plan, fire prevention plan and train employees accordingly. If fire extinguishers are left in the workplace, they must be inspected, tested, and maintained. Extinguishers are provided but not intended for employee use

Risk assessment

Portable fire extinguishers have two functions: to control or extinguish small or incipient stage fires and to protect evacuation routes that a fire may block directly or indirectly with smoke or burning/smoldering materials.

To extinguish a fire with a portable extinguisher, a person must have immediate access to the extinguisher, know how to actuate the unit, and know how to apply the agent effectively. Attempting to extinguish even a small fire carries some risk. Fires can increase in size and intensity in seconds, blocking the exit path of the fire fighter and creating a hazardous atmosphere. In addition, portable fire extinguishers contain a limited amount of extinguishing agent and can be discharged in a matter of seconds. Therefore, individuals should attempt to fight only very small or incipient stage fires.

Prior to fighting any fire with a portable fire extinguisher you must perform a risk assessment that evaluates the fire size, the fire fighters evacuation path, and the atmosphere in the vicinity of the fire.

Risk Assessment Question	Characteristics of incipient stage fires or fires that can be extinguished with portable fire extinguishers	Characteristics of fires that SHOULD NOT be fought with a portable fire extinguisher (beyond incipient stage) - evacuate immediately
Is the fire too big?	The fire is limited to the original material ignited, it is contained (such as in a waste basket) and has not spread to other materials. The flames are no higher than the firefighter's head.	The fire involves flammable solvents, has spread over more than 60 square feet, is partially hidden behind a wall or ceiling, or cannot be reached from a standing position.
Is the air safe to breathe?	The fire has not depleted the oxygen in the room and is producing only small quantities of toxic gases. No respiratory protection equipment is required.	Due to smoke and products of combustion, the fire cannot be fought without respiratory protection.
Is the environment too hot or smoky?	Heat is being generated, but the room temperature is only slightly increased. Smoke may be accumulating on the ceiling, but visibility is good. No special personal protective equipment is required.	The radiated heat is easily felt on exposed skin making it difficult to approach within 10-15 feet of the fire (or the effective range of the extinguisher). One must crawl on the floor due to heat or smoke. Smoke is quickly filling the room, decreasing visibility.
Is there a safe evacuation path?	There is a clear evacuation path that is behind you as you fight the fire.	The fire is not contained, and fire, heat, or smoke may block the evacuation path.

[The following procedures are for illustrative purposes only, as are all the procedures in this sample plan. Work with your local funding authority (city or county) and local fire department to develop specific procedures.]

Staff Action

1. If you discover a fire, explosion, or smell smoke in the building,
 - a. **YELL FIRE.** You may attempt to put out a fire with a fire extinguisher or by smothering it. Fight the fire **ONLY IF**:
 - You know how.
 - The fire is small—**no larger than a fire in a waste basket.**
 - 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:
 - The fire is large—**bigger than a fire in a waste basket.**
 - You have any doubts about fighting it.
 - It is spreading beyond the area where it started.
 - It could block your escape route.
 - b. **IF YOU CANNOT PUT OUT THE FIRE:** Call 911 and/or pull fire alarm. Alarm stations are at several exits. If you are in immediate danger, evacuate the building and call 911 from a cell phone or from a neighboring building.
 - c. **NOTIFY LIBRARY ADMINISTRATION AS SOON AS POSSIBLE.** Notify Administration, but, if in immediate danger, evacuate the building and call Administration from outside the building from a cell phone or phone at a neighboring building.
2. If you hear a fire alarm, close the doors on your level and immediately evacuate the building (see [Evacuation](#)). The person handling the front desk must take the visitor sign-in sheet to account for visitors in the building. Meet at a designated area outside the building. If the alarm stops sounding continue evacuation and warn others who may attempt to enter the building. **COMPLETE EVACUATION IS REQUIRED.** Leave walks and driveways open for arriving fire fighters. See the Fire Evacuation Plan on the following pages.
3. Remember the following fire rules:
 - Move away from fire and smoke.

FIRE OR SMOKE

- Use stairs only. Do not use elevator.
 - Touch closed doors. Do not open them if they feel hot.
 - If your clothing catches on fire, stop, drop, and roll over and over again to put out the flames.
 - Take personal belongings only if that can be done quickly.
 - If caught in smoke:
 - Drop to the floor and crawl toward an exit.
 - Stay as low as possible to the floor.
 - Take shallow breaths through your nose and use a shirt or towel as a filter.
 - If you are trapped during a fire (blocked by heat or heavy smoke):
 - Wet and place cloth material around and under the door to prevent smoke from entering.
 - Close as many doors as possible between you and the fire.
 - Be prepared to signal someone outside, but do not break glass until absolutely necessary as smoke may be drawn into the room.
4. Staff and patrons may re-enter the building only when authorized to do so by Administration. The silencing of alarms does not mean it is safe to re-enter the building.

Administrative Action

1. If necessary, call 911, pull fire alarm, and evacuate all people from the building. Tell the 911 operator if there is anything in the building that could pose a threat to firefighters, such as gasoline or chemicals.
2. Have staff meet at a designated area outside of building and account for all staff.
3. If anyone is still in the building, notify the chief in charge of fighting the fire.
4. If anyone was injured before or during the evaluation, call 911.
5. Allow re-entry to the building only when the fire department approves.
6. After the fire and after it is safe to enter the building:
 - Determine where the fire began and the cause of the fire.
 - Look for water damaged materials.
 - Look for fallen materials.

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Related Sections of Handbook

[*Alarms and alarm pull stations*](#)

[*Evacuation*](#)

[*Fire extinguishers*](#)

[*Evacuation Floor Plans*](#)

HAZARDOUS MATERIALS RELEASE

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[The following procedures are for illustrative purposes only, as are all the procedures in this sample plan. Work with your local funding authority (city or county) and local fire department to develop specific procedures.]

Staff Action

1. Comply with all instructions given by administration.
2. Evacuate the building **ONLY** if and when you receive notification from Administration. If you are told to evacuate, drive perpendicular to the wind direction and away from the release area. Keep your car windows and vents closed and keep your car air conditioning turned off.
3. If the cloud is very close, you will not evacuate. You will receive instructions from Administration: (1) to turn off heating, ventilation, and air conditioning and (2) to close and seal with tape all doors and windows.
4. Watch for strange, abnormal odors (almond, ammonia, garlic, mustard, rotten eggs, vinegar). Many hazardous materials, however, have no distinguishing odors. Notify administration to report odor.
5. Remove and discard any clothing exposed to the hazard.
6. In most cases, skin exposed to the product can be decontaminated with soap and extensive irrigation with water.
7. After an "all clear" announcement has been made by Administration, return to normal operations. **HOWEVER**, after the "all clear" use your senses to detect the continued presence of odors (films, powders, etc.). Do not touch any residue and notify Administration. If the situation is still uncomfortable for you and no indicators are observed through the physical senses (i.e. smell), then notify Administration.

Administrative Action

If there is a spill or release of hazardous materials in the area, you will be notified by phone, radio, TV or in person. Follow instructions carefully. Some of the possible instructions are listed below:

If there is a cloud of hazardous materials drifting toward the library building, a decision will have to be made to stay or evacuate:

- A. **If the cloud is some distance away**, evacuate the building. Instruct staff and all other occupants to drive perpendicular to the wind direction and away from the release area. Instruct them to keep their car windows and vents closed and to keep the car air conditioning turned off.

B. If the cloud is very close, do not evacuate. Instruct staff to turn off heating, ventilation, and air conditioning. Instruct staff to close and seal with tape all doors and windows. Keep radio and telephone close at hand for requesting assistance and receiving information. Do not evacuate the building until told to do so by authorities.

Instruct staff to watch for and report strange, abnormal odors (almond, ammonia, garlic, mustard, rotten eggs, vinegar). Many hazardous materials, however, have no distinguishing odors. Call 911 to report odor.

If you receive an “all clear” from proper authorities, return to normal operations.

HOWEVER, after the “all clear” have staff use senses to detect the continued presence of odors (films, powders, etc.). Instruct staff not to touch any residue and to notify Administration. If the situation is still uncomfortable for staff and no indicators are observed through the physical senses (i.e. smell), then request another test of the environment from the proper authorities.

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HURRICANE

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[The following procedures are for illustrative purposes only, as are all the procedures in this sample plan. Work with your local funding authority (city or county), local fire department, local law enforcement authorities, and other emergency responders to develop specific procedures.]

Staff Action

1. Comply with all instructions given by administration.
2. Prepare the library building for the storm per Administration instructions.
3. Evacuate the building if and when you received notification from Administration.

Administrative Action

Stage 1 Pre-Activation

Situation: National Weather Service issues a weather notice and identifies a tropical storm or hurricane in the Atlantic Ocean. The storm's projected landfall is within 120 hours (5 days) and a greater than 10% chance of the storm impacting Alabama.

Action: Administration notifies all personnel of condition and to be prepared for activation.

Stage 2 Activation Expected

Situation: Tropical storm or hurricane enters the Gulf of Mexico with projected landfall within 96 hours (4-days) and a greater than 10% chance of impacting Alabama.

Action:

- All personnel are notified of conditions and ordered to secure personal property and address family needs.
- Check communications equipment (radios, batteries, cameras, etc.)
- Check flashlight and battery supply

Stage 3 Closure of Building

Situation: Evacuation has become necessary and the library must be closed.

Action: If there is a threatening hurricane of any category, administration instructs staff to do the following:

- Unplug all power strips.

- Use 1 ½ inch masking tape to tape windows. Coated windows must be taped on outside.
- Remove flags and any other loose material from the grounds.
- Remove from desks all items that can be moved by air.
- Move computers, furniture, and material away from the windows.
- Make sure all blinds or other window coverings are down and closed.
- Take home all personal property.
- Instruct supervisors to notify by phone those on leave/sick or otherwise not to report to report to work until notified again, after the hurricane has passed. Each supervisor must have readily available a list of home phone numbers of staff.
- Instruct supervisors to make sure all department computers are shut down, unplugged, and covered with plastic sheeting or plastic bags.
- Instruct supervisors to unplug all photocopiers and any other electronic equipment.
- Turn off all lights.
- **Public relations person** prepares and sends news release to the press.
- **Public relations person** prepares and send a message to all Alabama public libraries notifying them of the closure (via the listservs)

Stage 4 Recovery

Situation: Hurricane has passed.

Action:

- After the hurricane, assess the building. However, this assessment can only be done when the local emergency management agency has given the word that it is safe to travel. Before you approach the library building make sure that there are no down power lines or dangerous debris. Beware of rodents, snakes and other pests.
- **DO NOT** enter the building unless it is structurally sound. If there is a doubt about the structure, **DO NOT ENTER**.
- All personnel are notified to return to work when safe to do so.

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MEDICAL EMERGENCIES—PATRONS

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IMPORTANT BASIC INFORMATION

[The following procedures are for illustrative purposes only, as are all the procedures in this sample plan. Work with your local funding authority (city or county) and local fire department to develop specific procedures.]

1. The library maintains in an accessible location a basic first aid kit to handle minor emergencies. The kit should contain: alcohol; antiseptic cream; band-aids; eye wash; gauze bandages; gauze pad; latex gloves; ice bag; swabs; pocket mask; surgical tape; triangle sling; and a washable blanket.

LOCATION OF FIRST AID KIT:

2. The library maintains a complete up-to-date list of names and phone numbers of persons staff wants notified in case of an emergency.

LOCATION OF LIST OF NAMES AND PHONE NUMBERS OF PERSONS STAFF WANT NOTIFIED IN CASE OF AN EMERGENCY:

Staff Action

1. Stay calm. Patron is dependent on you for help.
2. Immediately report all patron injuries regardless of severity by calling the Circulation Desk, dialing 0. Report details, including: (1) who is hurt, and (2) what the injury is. The staff on duty at the Circulation desk will contact library Administration and relay all information.
3. Do not put yourself at risk. Use latex gloves and face mask when blood or bodily fluids are present.
4. Help with minor emergencies only with the consent of the victim. Identify yourself by name and offer assistance. Instruct victim to visit a personal physician.
5. When a child is injured, offer first aid supplies to the parent for their use. Call the parent if

not present.

6. For major medical emergencies call 911

Information to give to a 911 dispatcher:

- Your name and location
- Brief description of problem (breathing, conscious, bleeding, etc.)
- Victim's sex
- Victim's age group.

ASK 911 DISPATCHER FOR INSTRUCTIONS.

7. To avoid harming the victim:

- Do not move or lift unless directed by 911.
- Do not offer food or drink unless directed by 911.

8. Offer to notify family or friends of victim if he/she is taken to a hospital or if victim needs assistance in returning home.

9. An accident report is to be filled out for every patron injury. Complete as fully as possible (at least get name and address of the individual plus name and addresses of witnesses if appropriate). Never admit liability for the incident.

Administrative Action

Review and sign accident report.

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MEDICAL EMERGENCIES—STAFF

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IMPORTANT BASIC INFORMATION

[The following procedures are for illustrative purposes only, as are all the procedures in this sample plan. Work with your local funding authority (city or county) and local fire department to develop specific procedures.]

1. The library maintains in an accessible location a basic first aid kit to handle minor emergencies. The kit should contain: alcohol; antiseptic cream; band-aids; eye wash; gauze bandages; gauze pad; latex gloves; ice bag; swabs; pocket mask; surgical tape; triangle sling; and a washable blanket.

LOCATION OF FIRST AID KIT:

2. The library maintains a complete up-to-date list of names and phone numbers of persons staff wants notified in case of an emergency.

LOCATION OF LIST OF NAMES AND PHONE NUMBERS OF PERSONS STAFF WANT NOTIFIED IN CASE OF AN EMERGENCY:

Staff Action

1. Stay calm. Fellow staff member is dependent on you for help.
2. Staff should report all on-the-job injuries regardless of severity to a supervisor immediately. Supervisor will coordinate assistance.
3. Do not put yourself at risk. Use latex gloves and face mask when blood or bodily fluids are present.
4. Help with minor emergencies only with the consent of the victim.
5. For major medical emergencies call 911
Information to give to a 911 dispatcher:
 - a. Your name and location

- b. Brief description of problem (breathing, conscious, bleeding, etc.)
- c. Victim's sex
- d. Victim's age group.

ASK 911 DISPATCHER FOR INSTRUCTIONS.

6. To avoid harming the victim:
 - a. Do not move or lift unless directed by 911.
 - b. Do not offer food or drink unless directed by 911.
7. It is the responsibility of staff injured on the job to complete an accident report. This is the staff member's statement of how the injury occurred. The completed form should then be given to the staff member's supervisor. The supervisor reviews the form and submits it to Administration.
8. The supervisor must complete an accident report for all on-the-job injuries. All questions should be answered and the supervisor should be specific as to how the accident occurred. The supervisor then submits the form to Administration.
9. Before returning to work after an injury requiring the attention of a doctor, the staff member must present a return to work form from the doctor. This form must be given to the supervisor before the staff member can return to work. The supervisor reviews the form and submits it to Administration.

Administrative Action

Review and sign accident reports. Review doctor's return-to-work form.

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POWER FAILURE

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Staff Action

1. Remain calm.
2. Provide assistance to visitors and staff in your immediate area.

Administrative Action

Administration contacts power company to report outage and to learn when power may be restored.

SUSPICIOUS MAIL OR PACKAGES (BOMB OR BIOCHEMICAL)

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IMPORTANT BASIC INFORMATION

[When developing procedures for dealing with suspicious mail or packages utilize the following information:]

The following publications are available from the U.S. Postal Inspection Service:

- *Guide to Mail Center Security*. This is a 25-page document, which can be downloaded as a pdf document at: <http://www.usps.com/cpim/ftp/pubs/pub166.pdf>
- *Suspicious Mail or Packages* (Poster 84). This poster can be downloaded as a pdf document at <http://www.usps.com/cpim/ftp/posters/pos84.pdf>. A copy is included in this section.

Both publications may also be ordered by calling the Postal Service's Material Distribution Center at 800-332-0317 and selecting option 4. Enter your phone number, then select option 4 again and wait for an operator to take your call. There is a minimal charge for printed material.

The following information is provided by the United States Postal Service for identifying and handling suspicious mail. The information is copied directly from:

<http://www.usps.com/cpim/ftp/bulletin/2004/html/pb22119/suspicious.htm>

Suspicious Mail

These tips can help protect you, your business, and your mailroom.

If you receive a suspicious letter or package:

1. Handle with care. Don't shake or bump.
2. Isolate it immediately.
3. Don't open, smell, touch, or taste.
4. Treat it as suspect. Call local law enforcement authorities.

Look for

1. No return address
2. Restrictive markings
3. Sealed with tape

4. Misspelled words, addressed to title only, incorrect title, badly types or written
5. Oily stains, discolorations, or crystallization on wrapper
6. Strange odor
7. Excessive tape
8. Rigid or bulky
9. Lopsided or uneven

If you suspect the mail may contain:

1. A bomb
Evacuate immediately, call police, contact postal inspectors and call local fire department/HAZMAT Unit.
2. A radiological threat
Limit exposure - don't handle, evacuate area, shield yourself from object, call police, contact postal inspectors, and call local fire department/HAZMAT Unit.
3. A biological or chemical threat
Isolate - don't handle, evacuate immediate area, wash your hands with soap and warm water, call police, contact postal inspectors, and call local fire department/HAZMAT Unit.

The following information is provided by the U.S. Department of Labor Occupational Safety & Health Administration (OSHA) for identifying and handling suspicious mail. The information is copied directly from:

http://www.osha.gov/SLTC/bioterrorism/anthrax/mail_security.html

OSHA Recommendations for Handling Mail

These guidelines address small mailroom operations (sorting, distributing, and handling). They can be distributed to all employees who may handle mail. For guidelines for large volume operations, see [Additional Resources - Training](#).

Anthrax organisms can infect the skin, the gastrointestinal system, or the lungs. To cause infection, the anthrax spores must come into contact with broken or abraded skin, swallowed, or inhaled as a fine dust. However, anthrax infection can be prevented even after exposure to anthrax spores by early treatment with the appropriate antibiotics. Anthrax spores can be dispersed in the air as a dust or can be carried on items such as mail or clothing. However, unlike the common cold or flu, anthrax infection itself is NOT spread from one person to another. These guidelines emphasize preventing the spread of anthrax spores through careful handling and isolation of suspicious packages and their contents.

General Mail Handling

- Be on the lookout for suspicious envelopes or packages.

SUSPICIOUS MAIL OR PACKAGES (BOMB OR BIOCHEMICAL)

- Do NOT open suspicious mail.
- Open all non-suspicious mail with a letter opener or another method that minimizes skin contact with the mail and is least likely to disturb contents.
- Open mail with a minimum amount of movement.
- Do not blow into envelopes.
- Keep hands away from nose and mouth while opening mail.
- Turn off fans, portable heaters, and other equipment that may create air currents.
- Wash hands after handling mail.

Characteristics of Suspicious Packages and Letters:

- Discoloration, oily stains, or an unusual odor
- Crystals, powder, or powder-like residue on the surface
- Suspicious or threatening language on the outside of package or letter
- Postmark that does not match return address or no return address
- Restrictive endorsements such as "Personal" or "Confidential"
- Distorted handwriting, block-printed or poorly typed addresses
- Excessive tape or string
- Rigid, uneven, irregular, or lopsided package
- Package with soft spots, bulges, or excessive weight
- Handwritten, block-printed or poorly typed addresses
- Excessive postage
- Title but no name or incorrect title
- Misspelled addressee's name, title, or location
- Misspelled common words
- Addressee unknown or no longer with organization
- Protruding wires or aluminum foil
- Ticking sound
- Unexpected mail from a foreign country

If You Receive or Discover a Suspicious Package or Letter:

- Do NOT open the package or letter.
- Do not shake, empty, or otherwise disturb its contents.
- Put the package down and do not handle it further.
- Do not touch or try to clean up the substance.
- Alert others nearby.
- Do not remove ANY items from area.
- Leave the area and gently close the door.

After leaving the area:

SUSPICIOUS MAIL OR PACKAGES (BOMB OR BIOCHEMICAL)

- Wash hands well with soap and water.
- Contact your supervisor, designated responder,* or other appropriate authority.
- Limit movements within the building to prevent spread of substance.

Designated responders or other appropriate authority will determine the need for further action, which may include:

- Directing further evacuation.
- Reporting the incident to building security and notifying the appropriate authorities, such as the local police or federal authorities.
- Perform additional decontamination activities as directed by the proper authorities.
- Reporting the incident to facility managers so they can cut off electrical power and shut down ventilation systems serving the potentially contaminated areas.
- Compiling a list of the names of all potentially affected individuals, including those who were in area when the suspicious mail was encountered.
- Providing this list to the appropriate authorities.

Employers should designate individuals who are trained to respond in the event that an employee receives a suspicious mailing. As a minimum, the designated responders should know how to contact facility managers, local emergency responders, and local law enforcement officials. Additionally, the designated responders should have authority to secure potentially contaminated areas or to direct other individuals to do so.

Other Resources:

Centers for Disease Control and Prevention (CDC)

- Assists personnel responsible for occupational health and safety in developing a comprehensive program to reduce potential cutaneous or inhalational exposures to *Bacillus anthracis* spores among workers, including maintenance and custodial workers, in work sites where mail is handled or processed.

US Postal Service (USPS)

- Provides information on identifying and responding to security threats in mail centers

[The following procedures are for illustrative purposes only, as are all the procedures in this sample plan. Work with your local funding authority (city or county), local fire department, and local law enforcement authorities to develop specific procedures.]

Staff Action

- If you think it may be a bomb, follow the [Bomb Threat](#) procedure.
- Call Library Administration.
- Supplies such as plastic bags, masks and disposable plastic gloves are available from the emergency supplies storage area.

Administrative Action

- Shut down air handling system in the building, if necessary and if possible.
- Contact appropriate emergency responder.
- Oversee the procedures to be followed by staff.
- Evacuate the building if necessary.

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Related Sections of Handbook:

[Bomb threat](#)

[Evacuation](#)

Suspicious Mail or Packages (Poster 84). This poster can be downloaded as a pdf document at <http://www.usps.com/cpim/ftp/posters/pos84.pdf>.

SUSPICIOUS MAIL OR PACKAGES

Protect yourself, your business, and your mailroom.

If you receive a suspicious letter or package:

- Stop. Don't handle.

- Isolate it immediately.

- Don't open, smell, or taste.

- Activate your emergency plan. Notify a supervisor.



If you suspect the mail or package contains a bomb (explosive), or radiological, biological, or chemical threat:

- Isolate area immediately
- Call 911
- Wash your hands with soap and water



TORNADO

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IMPORTANT BASIC INFORMATION

[The following procedures are for illustrative purposes only, as are all the procedures in this sample plan. Work with your local funding authority (city or county) and local fire department to develop specific procedures.]

Tornadoes usually occur in the spring and summer; they are formed by severe thunderstorms. Considered nature's most violent, erratic storm, they consist of whirling winds of up to 300 miles per hour. Tornadoes can sweep through an area, causing serious damage and destruction, and then change direction and strike again. In addition to injuries and structural damage, electrical shorts, gas leaks, etc., tornadoes may create fires or other hazards. All must understand terminology regarding tornadoes.

TORNADO WATCH: weather conditions are considered favorable for creating a tornado--for example, during a severe thunderstorm. If a tornado watch is issued, listen to the radio and keep an eye on the weather. **Plan to take shelter is a tornado is sighted.**

TORNADO WARNING: a tornado funnel has been sighted or identified by radar. **Take shelter immediately.** Remember that tornadoes can form and move quickly; therefore, there may not be adequate time to issue a warning. If severe thunderstorms occur, be alert to the fact that a thunderstorm could trigger a tornado, and **be prepared.** When a **tornado warning** is issued by the National Weather Service, the tornado sirens will be activated. Upon hearing the tornado sirens, all individuals will proceed to the designated shelter area in the building.

Staff Action

1. Comply with all instructions given by administration.
2. When you hear on the intercom, by phone, or in person that a tornado warning has been issued for our area, you will be instructed to go [enter name or description of shelter area]. Also, if you hear tornado sirens, immediately proceed to the shelter area.
3. Stop whatever you are doing and immediately go to the shelter area designated above, taking your valuables with you. Move quickly but in an orderly manner so that all may arrive safely.
4. Take a seat in the shelter area. Stay away from doors and windows.

5. Remain in the shelter area until the Administration makes an “all clear” announcement.

Administrative Action

1. The library owns and maintains one or more weather radios capable of operating both from an electrical outlet and with batteries.
2. Don't be left in the dark, have a flashlight available.
3. If someone at the building sees a tornado or if there is a tornado warning covering the area in which the library building is located, do the following:
 - Instruct occupants not to leave the building. Direct occupants to proceed in a quick and orderly manner to lower level of the building and into the [*enter name or description of shelter area*]. This room is the designated shelter area in the building. Elevators are not to be used.
 - Have an announcement made on the intercom and, for those in areas of the building in which the intercom cannot be clearly heard, have calls made to those areas.
 - The assistant director, business manager, and consultant responsible for disaster planning and coordination will check all areas of the building to make sure that all persons have gone to the room designated above.
 - Have assistance provided to persons with disabilities.
 - Accompany occupants to the room designated above.
4. If winds damage the building:
 - Remain calm and assess the area.
 - Check for possible injuries. If someone is hurt, perform first aid and call 911.
 - Check to make sure everyone is accounted for. If anyone is missing, initiate an immediate search and call 911 if necessary.
 - After the storm has passed, evacuate the building or the damaged parts of the building.
5. If there are other storm-related problems:
 - Water leak: Evaluate and if necessary evacuate the building.
 - Power outage: Activate emergency lighting.
 - Phone out: Use cell phones for emergency calls.
 - Other problems: Evaluate and react.

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WATER LEAK OR FLOODING

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IMPORTANT BASIC INFORMATION

[The following procedures are for illustrative purposes only, as are all the procedures in this sample plan. Work with your local funding authority (city or county) and local fire department to develop specific procedures.]

Water leaks or **flooding** occur when a roof leaks, or a water pipe or plumbing fixture breaks. This becomes a serious problem when a large amount of water covers floors or library materials or equipment gets wet.

Staff Action

Water Leak

- Call the Circulation Desk. Dial **0**. Report details, including: (1) where the leak has occurred, (2) how bad the leak is and if floors are wet, and (3) whether library materials are in danger. The staff on duty at the Circulation desk will contact Administration and relay all information.
- If floor is wet and there is a danger of electrical shock, block access to the area.

Flooding

- Call the Circulation Desk. Dial **0**. Report details, including: (1) where the flooding has occurred, (2) how bad the flooding is and if floors are wet, and (3) whether library materials are in danger. The staff on duty at the Circulation desk will contact Administration and relay all information.
- Do not enter a flooded area until the electricity has been disconnected by an electrician. There is extreme danger of electrical shock in a flood.
- Block access to the flooded area.

Administrative Action

- Library Administration has water turned off (if a plumbing leak or flood) and has electricity turned off.
- When area is safe to enter, Library Administration orders that steps be taken to protect library materials in accordance with [Collection and Equipment Emergency Procedures](#).

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Related Sections of Handbook

[Collection and Equipment Emergency Procedures](#)

WATER LEAK OR FLOODING

WORKPLACE VIOLENCE

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IMPORTANT BASIC INFORMATION

[The following procedures are for illustrative purposes only, as are all the procedures in this sample plan. Work with your local funding authority (city or county) and local law enforcement authorities to develop specific procedures.]

Some of the more serious unlawful acts committed in a library are:

- verbal statements that express or suggest intent to cause physical or mental harm to another person (abuse or harassment).
- physical attack (assault), stalking or flashing (nude exposure).
- property damage, including damaging library materials and theft.
- possession of a lethal weapon, e. g. firearms, knives, explosives.

Staff Action

Primary Decision Questions

Primary Responses

Has someone entered the building making threats, with or without a weapon? YES/Call 911 and Circulation Desk at 0.

Has a violent act already been committed? YES/Call 911 and Circulation Desk at 0.

Has a hostage situation occurred? YES/Call 911 and Circulation Desk at 0.

The staff on duty at the Circulation Desk will contact Administration and relay all information.

Activation

- Staff are to move quickly and quietly away from area or evacuate.
- Be calm and observe carefully.

Post Disaster Questions

Post Disaster Response

Is anyone hurt? YES/Call 911 and Circulation Desk at 0

Have 911 or emergency responders been called? YES/Have someone meet emergency vehicle and guide responders to the scene.

The staff on duty at the Circulation Desk will contact library Administration and relay all information.

Complete incident report.

Administrative Action

- Call Police.
- Monitor the situation.
- Obtain written statements from those involved, if possible.
- Review incident report.

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Related Sections of Handbook:

[Crime in Progress](#)

Chapter 5

COLLECTION AND EQUIPMENT EMERGENCY PROCEDURES

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IMPORTANT BASIC INFORMATION

[The following procedures are for illustrative purposes only, as are all the procedures in this sample plan. Work with your local funding authority (city or county) and local fire department to develop specific procedures.]

A **collection and equipment emergency** is a situation in which library materials and equipment (especially computer equipment) are (1) in danger of being damaged by water, earthquake, fire or smoke, etc. or (2) have been so damaged.

Staff will follow the procedures below and perform tasks ONLY as specifically instructed and supervised by Administration.

1. Gather the following information and call Circulation Desk at 0. The staff on duty at the Circulation Desk will contact the library Administration and relay all information.

- What is the nature and location of the emergency?
- When did the problem start and is it still going on?
- Give your name, location and phone number.

2. Safety First. Wait until Administration assesses the situation, and perform tasks ONLY as specifically instructed and supervised by Administration:

Do not enter affected area if there are any safety concerns

- If there is any safety concern wait for qualified library staff or maintenance staff from the utility companies to take the following steps: (see Appendix F, [Utility/Shut-Off Control Locations and Procedures](#))
 - Turn off electricity in affected area.
 - Turn off water if there is a broken pipe.
 - Turn off gas to the building when warranted.
- If serious damage has occurred (e.g., a serious fire), it may be necessary to wait until the appropriate officials declare the building safe to enter. Re-entry to the site may also be delayed if hazardous materials are present, or if the building is a

crime scene (as in the case of arson).

- If re-entry to building is delayed, work must proceed from the off-site command center that has been previously designated (see Appendix A, [Command Center/Temporary Space](#)).
- Block access to unsafe areas.

3. Administration assembles Disaster Response Team (See Chapter 3, section 3.3 [Disaster Response Team](#)):

- Disaster Response Team and heads of affected departments are notified and told:
 - Nature of the emergency
 - Location of the emergency
 - Where to gather
 - When everyone has gathered, emergency is explained and recovery plan is outlined:
 - Review salvage procedures
 - Explain retrieval of supplies
 - Explain how damage is to be documented for insurance purposes
 - ❖ Take photographs or videos and document the damage in writing. Incident report forms are to be used, located in Appendix M, Record Keeping Forms, section M.1, [Collection/Equipment Incident Report Form](#).
 - Assign tasks

4. Halt Damage:

- Obtain supplies like plastic sheeting and tape from the storage area for emergency supplies.
- To the extent possible, move wet or vulnerable items to a dry, secure location nearby.
- If water is coming from above cover library stacks with plastic sheeting.
- If water is coming in on the floor, use book truck to relocate materials to a safe area, starting with the materials closest to the floor.
- Turn off, cover, or remove computer equipment in affected areas.

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5. Stabilize Environment:

- **Do not** turn up the heat; this will not dry out the space and may encourage mold growth.
- Keep humidity as low as possible. If outdoor humidity is low, open doors.
- If the climate control system is working, it should be used to provide as much cooling and dehumidification as possible. The goal should be to keep the temperature below 70 degrees Fahrenheit and the humidity as much below 50 percent as possible.
- Clean up water using wet-vacuums or mops.
- Use dehumidifiers.
- Use fans to circulate air.
- Remove water soaked materials including books, carpet and ceiling tiles. Even if carpeting appears dry, it must be checked underneath to ensure that both the carpet and the padding are dry.
- If the climate control system is not sufficient to reduce the temperature and humidity to the desired levels, outside assistance will be needed. For companies that specialize in building dry out see Appendix E, External suppliers and services, section E.2 [Building Recovery/Collection Salvage Services](#).
- Monitor environment: Staff must monitor the temperature and humidity in the recovery area several times a day to ensure that the desired conditions are reached and maintained for the duration of the recovery effort. See Appendix M, Record keeping forms, section M.5 [Environmental Monitoring Form](#).

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6. Administration Takes Following Additional Action:

- Follow the procedures in Chapter 6, [Insurance and Inventory](#).
- Contact insurance agent.
 - Report damage
 - Seek advice
 - Arrange method of getting funds to pay for recovery costs, for the replacement of collections and equipment, and for building repair.
- Contact a preservation professional for advice, and, in the event of a major disaster, arrange for on-site assistance.
- If not already done, establish a command post for the recovery effort (see Appendix A, [Command Center/Temporary Space](#))
- Establish security procedures for the recovery site:

- Only authorized persons should be allowed to enter the site, and some type of identification (e.g. badges, vests) should be arranged. If the site cannot be secured due to building damage, it may be necessary to bring in temporary security personnel.
- Communicate with the media and public
 - Administration is responsible for all interaction with the media and the public. It is essential that no one else provide information.
 - Press releases are issued periodically to local newspapers, and to TV and radio stations. It is important to inform patrons and other interested parties of the extent of the damage and the progress of recovery efforts.

7. Evaluate Extent of Damage:

- Identify types of materials damaged, and estimate quantity:
 - Books
 - Unbound paper
 - Photographic materials (including microfilm)
 - Magnetic media (audio, video)
- Identify the type of damage to materials:
 - Damp
 - Wet
 - Muddy
 - Smoke damaged
 - Fire damaged
- Note location of damaged materials on copy of library floor plan,

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8. Make Plan for Recovery:

- Decide what will be salvaged and what will be discarded:
 - See [Appendix P Salvage Priorities](#) for the salvage priorities for specific departments and for overall library salvage priorities . Salvage priorities may need to be adjusted according the extent and/or type of damage.
 - Importance of the collection
 - Chances for successful recovery
- Decide how materials to be salvaged will be treated:

- See Appendix O, [Salvage Methods](#) for treatment options.
- Sort wet collections, separating those to be frozen from those to be air-dried. As you begin sorting and moving materials, it is essential to keep track of collections at all times; use the [Packing and Inventory Form](#) in section M.3, Appendix M, Record-Keeping Forms.
- Determine whether it will be necessary to relocate collections, either to dry them or to store them temporarily to protect them from danger while the building and damaged collections are salvaged. See Appendix A, Command Center/Temporary Space, section A.3, [Drying Space](#).
- Gather supplies and arrange for services:
 - See Appendix I, [In-House Supplies](#)
 - See Appendix E, [External Suppliers and Services](#)
- Determine resources needed for recovery:
 - Determine whether additional personnel will be needed.
 1. Establish a strategy for managing all staff, volunteers, and other workers who will be working at the site. All workers (volunteer and otherwise) will need to check in and check out. Records are kept of hours worked (in case payment is necessary, and to ensure that sufficient breaks are provided) and of who was at the site each day. See Appendix M, Record-Keeping Forms, section M.4, [Volunteer Sign-In/Sign-Out Form](#).
 2. Arrange for training and supervision of staff and volunteers.
 3. Arrange for snacks, meals, a rest area, and possibly counseling services. See Appendix Q, [Volunteer/Temporary Personnel](#) for organizations that might assist in providing services for workers.

9. Conduct Collection Rehabilitation

Rehabilitation of collections is the process of returning collections to a usable state once they have been salvaged. See Appendix N, [Rehabilitation Methods](#)

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Chapter 6

SAFETY AND PREPAREDNESS POLICY, WITH PROCEDURES

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It is the policy of the [enter library name] to operate the library safely and to strive to be well-prepared in case of an emergency or disaster so as to minimize injuries, loss of life, and loss of library property, in accordance with all applicable federal, state, and local laws.

To implement this policy the library follows the methods and procedures as listed below (as well as other methods and procedures listed elsewhere in this plan):

1. The library trains staff to follow safe practices and to be prepared to handle emergencies and disasters within the scope of their individual job duties. Any preparation training for disasters and emergencies (such as for fire, use of fire extinguishers, and evacuation) is accomplished per the plan and proposal of the library's funding authority (city or county).

2. The library follows routine procedures as well as special procedures required by federal, state, or local laws to assure that the building is in a state of readiness for emergencies. These procedures include (but are not limited to) the following:
- The prevention and protection checklists and procedures in Appendix L are used as specified.
 - The library provides safe exits for emergencies:
 - The library provides 2 ways of escape from all areas where feasible.
 - Exit doors are kept unlocked from the inside at all times and open outward, preferably with panic bars. Emergency exit doors are checked periodically to make sure they are not locked from the inside and will easily open from the inside.
 - Exit routes are kept unobstructed at all times and are regularly checked to make sure they are free of obstructions.
 - Occupancy limits for the library and all meeting rooms are set in accordance with the adopted Fire/Life Safety Codes. Occupant loads for each room or area will be clearly marked on posted signs. Occupant loads must be adhered to.
 - All alarms (and batteries) are checked to make sure they are in working order. These may include the following types of alarms: fire, smoke and heat detection,

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water detection, elevator, and security.

- The intercom system (if available) is checked to make sure it is in working order.
- Emergency lights and battery backups are checked in accordance with federal, state, and local laws and standards to make sure they are in working order (See [Emergency Lighting Maintenance](#) in Appendix L).
- Fire extinguishers are checked in accordance with federal, state, and local laws and standards to make sure they are in working order (See [Fire Extinguisher Maintenance](#) in Appendix L). For more information on fire extinguishers, see information at this OSHA URL:
http://www.osha.gov/SLTC/etools/evacuation/portable_about.html
- Sprinkler systems and other fire suppression systems are checked in accordance with federal, state, and local laws to make sure they are in working order.
- Evacuation floor plans are checked to make sure they are posted at points where they can be seen by all people entering and leaving the building.

3. The library follows safe practices to prevent fires and electrical shocks. Below is basic safety information about three known risks. Information about other risks is available from the U.S. Consumer Product Safety Commission at its web site, <http://www.cpsc.gov/>, and from the Occupational Safety and Health Administration (OSHA) at its web site, <http://www.osha.gov/>.

(a) Extension cords. The following information is from the U.S. Consumer Product Safety Commission Extension Cords Fact Sheet, CPSC Document #16, located online at <http://www.cpsc.gov/cpsc/pub/pubs/16.html>

- Use extension cords only when necessary and only on a temporary basis.
- Use polarized extension cords with polarized appliances.
- Make sure cords do not dangle from the counter or table tops where they can be pulled down or tripped over.
- Replace cracked or worn extension cords with new. #16 gauge cords that have the listing, of a nationally-recognized testing laboratory, safety closures, and other safety features.
- With cords lacking safety closures, cover any unused outlets with electrical tape or with plastic caps to prevent the chance of a child making contact with the live circuit.
- Insert plugs fully so that no part of the prongs are exposed when the extension cord is in use.
- When disconnecting cords, pull the plug rather than the cord itself.
- Teach children not to play with plugs and outlets.
- Use only three-wire extension cords for appliances with three-prong plugs. Never

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remove the third (round or U-shaped) prong, which is a safety feature designed to reduce the risk of shock and electrocution.

- In locations where furniture may be pushed against an extension cord where the cord joins the plug, use a special "angle extension cord," which is specifically designed for use in these instances.
- Check the plug and the body of the extension cord while the cord is in use. Noticeable warming of these plastic parts is expected when cords are being used at their maximum rating; however, if the cord feels hot or if there is a softening of the plastic, this is a warning that the plug wires or connections are failing and that the extension cord should be discarded and replaced.
- Never use an extension cord while it is coiled or looped. Never cover any part of an extension cord with newspapers, clothing, rugs, or any objects while the cord is in use.
- Never place an extension cord where it is likely to be damaged by heavy furniture or foot traffic.
- Don't use staples or nails to attach extension cords to a baseboard or to another surface. This could damage the cord and present a shock or fire hazard.
- Don't overload extension cords by plugging in appliances that draw a total of more watts than the rating of the cord.
- Use special, heavy duty extension cords for high wattage appliances such as air conditioners, portable electric heaters, and freezers.
- When using outdoor tools and appliances, use only extension cords labeled for outdoor use.

(b) Electric space heaters. The following information is from the U.S. Consumer Product Safety Commission Electric Space Heaters Fact Sheet, CPSC Document #098, located online at <http://www.cpsc.gov/cpsc/pub/pubs/098.html>

Even though electric space heaters don't have an open flame, the heating elements of some types of electric heaters are hot enough to ignite nearby combustibles like draperies, paper, clothing, furniture, and flammable liquids. It is, therefore, important to check surrounding objects periodically to see if they feel hot. Refer to the manufacturer's instructions to see how far the heater should be placed from combustible materials, and for how far the heater should be placed from the floor so that carpeting or flooring materials don't ignite.

Additionally, to prevent electrocutions, always keep portable electric heaters away from water, never use them in a bathroom or near a sink. (If you must use an appliance near water, always use a ground fault circuit interrupter).

(c) Aluminum wiring. If the library has aluminum wiring, then it may be at risk for a fire hazard. For information about aluminum wiring see U.S. Consumer Product Safety Commission publication #516, located online at: <http://www.cpsc.gov/cpsc/pub/pubs/516.pdf>

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4. The library cooperates fully with all government departments and agencies responsible for disaster and emergency planning and for the implementation of plans during an actual disaster or emergency. These departments and agencies include (but are not limited to) the following:

- The Office of the Mayor
- The Office of the County Commission
- The City Police Department
- The Sheriff's Department
- The City Fire Department
- The County Emergency Management Agency
- The County Local Emergency Planning Council
- The County Health Department
- The Alabama Emergency Management Agency
- The Alabama Department of Homeland Security
- The Alabama Department of Public Health
- The Federal Emergency Management Agency

5. The library acquires at least two copies of the latest edition of the emergency management plan of the County Emergency Management Agency. One copy is cataloged as a reference item and is kept for public use in the library's reference collection. Another copy is kept in the director's office as part of the director's professional collection.

6. The library acquires at least two copies of the latest edition of the mitigation plan of the County Local Emergency Planning Council (pertaining to hazardous materials). One copy is cataloged as a reference item and is kept for public use in the library's reference collection. Another copy is kept in the director's office as part of the director's professional collection.

7. As stated in Chapter 2, "Planning Team", when assessing risks, the planning team utilizes the risk assessment information as determined at the county level by the

SAFETY & PREPAREDNESS POLICY, WITH PROCEDURES

County Emergency Management Agency in its emergency management plan. In addition, the team may utilize the risk assessment information as determined by the County Local Emergency Planning Council in its mitigation plan pertaining to hazardous materials, where hazardous materials pose a risk to the library. Further, the team may utilize other sources of information on risk assessment.

8. To preserve the library's Disaster and Emergency Plan, current copies are available in the following locations:

- The Library Director's Office (paper copy)
- In the desk or office of each Department Head (paper copy)
- In the desk or office of each Disaster Response Team member (paper copy)
- In the trunks of the cars of the Director, Department Heads, and Disaster Response Team members (paper copies)
- On an in-house server used for other in-house tasks and accessible by all staff (electronic copy)
- Where feasible, on a server outside the library, accessible with a password (electronic copy)
- At the Alabama Public Library Service (a current electronic copy is submitted to the Alabama Public Library Service)
- On flash drives given to cooperating neighboring libraries for safekeeping (electronic copies)
- On flash drives given to emergency responders (electronic copies)

9. The library owns and utilizes an NOAA Weather Radio Receiver.

NOAA stands for National Oceanic and Atmospheric Administration, United States Department of Commerce. NOAA Weather Radio All Hazards (NWR) is a nationwide network of radio stations broadcasting continuous weather information directly from the nearest National Weather Service office. NWR broadcasts official Weather Service warnings, watches, forecasts and other hazard information 24 hours a day, 7 days a week. Working with the Federal Communication Commission's (FCC) Emergency Alert System, NWR is an "All Hazards" radio network, making it a single source for comprehensive weather and emergency information. In conjunction with Federal, State, and Local Emergency Managers and other public officials, NWR also broadcasts warning and post-event information for all types of hazards – including natural (such as earthquakes or avalanches), environmental (such as chemical releases or oil spills), and public safety (such as AMBER alerts or 911 Telephone outages).

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Known as the "Voice of NOAA's National Weather Service," NWR is provided as a public service by the National Oceanic and Atmospheric Administration (NOAA), part of the Department of Commerce. NWR includes 1000 transmitters, covering all 50 states, adjacent coastal waters, Puerto Rico, the U.S. Virgin Islands, and the U.S. Pacific Territories. NWR requires a special radio receiver or scanner capable of picking up the signal. Broadcasts are found in the VHF public service band at these seven frequencies (MHz):

162.400	162.425	162.450	162.475	162.500	162.525	162.550
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10. The library negotiates **memorandums of agreement** (1) with **businesses and agencies which will provide emergency services** and (2) with **each of its utility providers regarding the library's priority for re-establishment of service after a disaster. Utilities include power, gas, telephone service, and internet service.** See Appendix K, Pre-disaster communication with emergency services, section K.4, [Memorandums of Agreement](#).

11. The library installs a cell communication card in at least one laptop computer to be used in case of emergency.

12. [Each county should have one public library staff member who is NIMS certified at the 100 and 200 level. If the library is the only one in the county or if the library has an agreement with other libraries in the county, then:] The disaster team leader is NIMS certified at the 100 and 200 level.

The National Incident Management System (NIMS) provides a systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life and property and harm to the environment. The Secretary of Homeland Security publishes the standards, guidelines, and compliance protocols for determining whether a Federal, State, tribal, or local government has implemented NIMS.

To receive a certificate of completion for each of the following courses, you must take the 25-question multiple-choice posttest, submit an answer sheet (to EMI's Independent Study Office), and score 75% on the test.

NIMS ICS-100 TRAINING (for certification at the 100 level):

To obtain the ICS-100 course materials or take the course online go to <http://www.training.fema.gov/EMIWeb/IS/is100.asp>

The course is designed to be taken online or course materials may be downloaded and used in a group or classroom setting. Answer sheets may be obtained by calling the EMI Independent Study Office at (301) 447-1256 or ordered online at: <http://www.training.fema.gov/EMIWeb/IS/ansreq.asp>

Approved ICS-100 level training may be developed and conducted by Federal, State, tribal, and local agencies as well as private training vendors however it must include the following topics and objectives.

- Purpose of ICS: Identify requirements to use ICS, three purposes of ICS and common incident tasks.
- Basic Features of ICS: Describe the basic features of ICS.
- Incident Commander and Command Staff Functions: Describe the role and function of the Incident Commander and Command Staff.
- General Staff Functions: Describe the role and function of the Operations, Planning, Logistics and Finance/Administration sections.
- Facilities: Describe the six basic ICS facilities, identify facilities that may be located together, and identify facility map symbols.
- Common Responsibilities: Describe common mobilization responsibilities and common responsibilities at an incident, list individual accountability responsibilities, and describe common demobilization responsibilities.

NIMS ICS-200 TRAINING (for certification at the 200 level):

To obtain the ICS-200 course materials or take the course online go to: <http://www.training.fema.gov/EMIWeb/IS/is200.asp>

The course is designed to be taken online or course materials may be downloaded and used in a group or classroom setting. Answer sheets may be obtained by calling the EMI Independent Study Office at (301) 447-1256 or ordered online at: <http://www.training.fema.gov/EMIWeb/IS/ansreq.asp>

Approved ICS-200 level training may be developed and conducted by Federal, State, local and tribal agencies as well as private training vendors.

The ICS-200 training course content must cover certain topics and objectives:

- Leadership and Management: Describe chain of command and formal communication relationships, identify common leadership responsibilities, describe span of control and modular development and describe the use of position titles.
- Delegation of Authority and Management by Objectives: Describe scope of authority and the process by which authority is delegated. Management by objectives must be described and explained.
- Functional Areas and Positions: Identify the ICS tools to manage an incident, demonstrate the function of organizational positions within ICS and demonstrate the use of an ICS 201 form.

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- Briefings: Give an Operational Briefing and describe components of field, staff and section briefings/meetings.
- Organizational Flexibility: Explain how the modular organization expands and contracts, complete a complexity analysis given a specific scenario, define the five types of incidents, and describe the importance of preparedness plans and agreements.
- Transfer of Command: List the essential elements of information involved in transfer of command and describe a transfer of command process.

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Chapter 7

INSURANCE AND INVENTORY

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Detailed insurance data is recorded in Appendix J, [Insurance Information](#), such as coverages, insurance company contacts, and detailed procedures.

The library recognizes the essential requirement of acquiring insurance for the building and its contents. The disaster team studies the risks and prepares a list of hazards that exist in the area and estimates the likelihood of their occurrence. The library has insurance to cover disasters that have a probability of occurring, including coverage for the worst-case scenario: total destruction of the library building and all the contents. [*The city or county government may provide insurance for the library, or the library may have to contract with an insurance company. If the city or county provides the insurance, the director must find out the details of the coverage and make sure it is adequate.*]

The library director utilizes the following book on insurance for libraries: *Risk and Insurance Management Manual for Libraries*, by Mary Breighner and William Payton, published by the American Library Association, 2005. This book is kept in the library director's professional collection for ready reference. Several of the concepts and wording in this section are adapted or quoted from this book

When seeking competitive quotations from insurers, the library always includes a request for a proposal on a property policy underwritten on an all-risk basis. Library property (both real and personal) is insured on a replacement-cost basis. Real property is defined as buildings and permanently affixed machinery. Personal property is all property that is movable (not permanently affixed), such as furniture, machinery and equipment other than that permanently affixed, computers, library materials, and supplies.

Real property valuation (buildings):

Real property values represent complete building replacement cost, including building service equipment (including heating, air conditioning, elevators, lighting and power wiring, and fire protection). The value assigned to the library building recognizes the quality of finishes, partitions, and plumbing. To obtain accurate property and replacement values, periodically the library has an appraisal firm conduct an onsite field appraisal.

Personal property valuation (movable property):

An appraiser (such as the appraiser hired to do real property valuation) is retained to value the furniture, business operations information, and computer equipment. Library staff assigns values to library collections. Staff utilizes the book *Risk and Insurance*

Management Manual for Libraries, for detailed information on how to assign these values.

Proof of loss:

The library recognizes that in case of a loss, it must have proof of what has been lost in order to collect on an insurance policy. In order to enable the library to demonstrate proof of loss it complies with the provisions of the policy.

If at all possible, the disaster site will not be disturbed without the approval of the insurance agent. The provisions of the policy may require that the agent make an inspection prior to the undertaking of any remedial steps, either in cleaning up, removing items, or beginning treatment. At a minimum, an extensive photographic record should be maintained of the affected area and collections. Careful documentation should be accumulated, also, of all staff and volunteer labor devoted to recovery procedures, as well as contracted services and supplies, whether purchased following the disaster or previously stockpiled.

It is the responsibility of the library director to make sure that a current inventory of the collections, equipment, furnishings, and facilities is maintained.

[If the library has an automated circulation system] The holdings and circulation data are regularly downloaded to electronic, magnetic, or optical storage media (such as a CD). The media are then be hand-carried to an off-site location for safe-keeping. Downloads may be done daily, weekly, or monthly, but no less frequently than monthly. The library consults with the vendor to ascertain the method of downloading the data.

[If the library has a hosted web-based automated system, then the data could exist on the vendor's server. In this case it should also be the responsibility of the vendor to maintain duplicate records at an off-site location. The library should have a written memorandum of agreement with the vendor regarding specific details, such as how often the records will be sent to the off-site location for back-up, and a set of communication procedures. Even if the vendor is safeguarding the data, it would be advisable for the library to download the data regularly to electronic, magnetic, or optical storage media (such as a CD). The media should then be hand-carried to the library's own off-site location.]

[If the library has its holdings in STARS, a backup file of master bibliographic records (with no item/barcode information) could be generated by OCLC. This method would be used only as a last resort and includes fees, although sometimes OCLC waives the fees. The fees (at 2008 rates) would include a batchload evaluation fee of \$400 and a per record retrieval fee of up to 63 cents.]

For furnishings, equipment, and software, the library updates the inventory continuously. Where feasible, each physical item has a permanent inventory tag affixed to it with the asset number on the tag. The library maintains an inventory record list which includes the asset number, item description, original cost, date of purchase and

INSURANCE AND INVENTORY

physical location. Once a year there is a physical inventory to account for all assets. Duplicate inventory records are kept both on-site and off-site. The library keep records in an Excel format. The document is periodically downloaded to electronic, magnetic, or optical storage media (such as a CD). The media is then hand-carried to an off-site location for safe-keeping. In addition, periodically, and especially if there is advance warning of a disaster, the document is sent as an email attachment to several off-site addresses, including the address of the library's insurance company [*or city or county government if it is providing the insurance*]. An agreement is made in advance with the insurance company [*or city or county*] stating that these entities will preserve the emailed document. A copy of the inventory is also printed in case power in the area is out for an extended period of time. See the example of an inventory kept in Excel on the following page.

[Alternatively to maintaining the software and equipment inventory in an Excel format as described above, the library may wish to utilize the method in Appendix H, Information Technology, section H2, [Software and Equipment Inventory](#). However, the inventory kept in this manner should be saved and protected as explained above.]

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[Below is an example of how inventory records may be kept in an Excel format. This is only an example—you need to create what is useable and workable for your library:]

Asset Number	Description	Actual original cost	Purchase Order Number	Date Bought	Physical Location
Asset	DESCRIPTION	COST	P.O.	BOUGHT	Location
7646	BOOK TRUCK WOOD OLD 1135L	96	3482	3/8/1963	PWY
8222	FILE CABINET 4 DRAWERS LEGAL	145	5712	3/1/1978	STORAGE
8251	FILE CABINET 2 DRAWERS LEGAL	70	6203	4/1/1978	STORAGE
8258	DISPLAYER PAPERBACK 4 TOWERS	277	6063	3/1/1978	MLM
8584	CABINET STORAGE METAL	120	6367	5/1/1978	PWY
8585	CABINET STORAGE METAL	120	6367	5/1/1978	STORAGE
9002	CHAIR ADULT READING	63	12080	7/1/1988	MLM
9105	DISPLAY SHELVING SINGLE FACED WALNUT	372	13113	12/1/1988	TG
9134	CABINET STORAGE MULTIMEDIA	917	13125	3/1/1989	AC/OFFICE
9140	BOOKCASE DOUBLE UNIT WALNUT C71	228	13120	4/1/1989	STORAGE
9932	FILE CABINET 2 DRAWERS LEGAL (CD)	65	7140	8/1/1979	TS
9933	DISPLAYER PAPERBACK ISLAND 5 TIERS	277	6565	11/1/1978	PWY
10502	FILE CABINET 2 DRAWERS (LAUGHLIN)	125	8307	9/1/1980	STORAGE
10503	CASSETTE RECORDER & BRIEF CASE	77	5245	9/1/1976	ADM
10796	DESK METAL	229	9646	4/1/1984	DEV
10800	WORKSTATION COMPUTER (LAUGHLIN)	145	9661	6/1/1984	AC
10803	WORKSTATION COMPUTER	193	9661	6/1/1984	TS
10813	TABLE TYPING	77	9677	7/1/1984	TS
10842	CHAIR CLERICAL	115	9805	9/1/1984	BG&V
10845	COMPUTER PRINTER	559	9679	7/1/1984	AC
10855	DESK METAL	176	9822	12/1/1984	LH&G
10856	FILE CABINET 2 DRAWERS LEGAL W/LOCK	95	9822	12/1/1984	AC/OFFICE
10864	CHAIR ROCKING WOOD	135	10755	2/1/1985	MLM
10883	CART AV	129	9832	4/1/1985	STORAGE
10888	CHAIR CLERICAL GLOBE	167	10802	5/1/1985	ADM

INSURANCE AND INVENTORY

Part 2—Helping People in the Community

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It is the policy of the [enter library name] to develop methods and procedures for the library to accomplish the following objectives:

1. Provide citizens with information on how to prepare for disasters.
2. When advance information about an impending disaster is available, the library will serve as a disseminator of information from its local EMA director.
3. Provide citizens with information for their personal recovery should they become disaster victims.

To accomplish the above objectives, the library provides information (when available) from local, state, and federal agencies and organizations which inform citizens about potential disasters and/or which assist citizens who become disaster victims. The information may be accessible in the following ways:

1. Printed materials such as informational brochures and other publications
2. Links from the library's web site available from any computer connected to the internet
3. Speakers at library programs
4. Public access computers at the library with internet capability
5. Personal help at the library (in person and by telephone) from library staff, volunteers, and staff from emergency response agencies

The agencies and organizations providing information include (but are not limited to) the following:

- [Enter your county/city] Emergency Management Agency
- Alabama Emergency Management Agency, <http://ema.alabama.gov>
- Federal Emergency Management Agency, [http://www.fema.gov/](http://www.fema.gov)
- Alabama Department of Homeland Security, [http://dhs.alabama.gov/](http://dhs.alabama.gov)
- Alabama Department of Public Health, [http://adph.org/](http://adph.org)
- Alabama Department of Public Health Center for Emergency Preparedness, <http://adph.org/CEP>
- Alabama Department of Senior Services, <http://adss.alabama.gov>
- Alabama Hurricane Center, [http://www.hurricane.alabama.gov/](http://www.hurricane.alabama.gov)

- American Red Cross, <http://www.redcross.org/>
- National Hurricane Center, <http://www.nhc.noaa.gov/>
- National Weather Service, <http://www.nws.noaa.gov/>
- Salvation Army, <http://www.salvationarmyusa.org>

The library cooperates with its [*enter your county/city*] Emergency Management Agency to be prepared to provide information to victims who come to the library if disaster should strike the community or neighboring communities or states. The library cooperates with individual volunteers and/or organizations which can provide volunteers able to assist victims in finding information at the library. The library will seek ways to be open extended hours to provide victims with needed information.

Appendix A

COMMAND CENTER/TEMPORARY SPACE

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A.1 Command Center

During a disaster, a command center will be needed to serve as a base of operations for the Disaster Response Team. It is essential to have one central location through which all recovery activities are coordinated. All communications and decisions should be made through the command center.

Locations that might be used as a command center are:

Primary location:
Alternate location #1:
Alternate location #2 (off-site):

A.2 Relocation/Temporary Storage of Collections

Areas (within the building, in another building within the institution, or off-site) to which collections in imminent danger of becoming damaged can be relocated, or where undamaged collections can be temporarily stored are:

Within the building/institution:

Location:
Space Available:
Contact person:
Phone:
Cell phone:
After-hours phone:
Pager:

Off-site:

Location:
Space Available:
Contact person:
Phone:
Cell phone:
After-hours phone
Pager:

A.3 Drying Space

Areas (within the building, in another building within the institution, or off-site) that can be used to air-dry wet collections are:

Within the building/institution:

Location: Space Available: Contact person: Phone: Cell phone: After-hours phone: Pager:

Off-site:

Location: undefined Space Available: undefined Contact person: undefined Phone: undefined Cell phone: undefined After-hours phone: undefined Pager: undefined

Appendix B

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Disaster and Emergency Planning for Public Libraries

Prepared by APLS Consultant Jim Smith, revised September 2008

The Alabama Public Library Service recommends that every Alabama public library prepare a two-part plan to (1) handle disasters and emergencies directly affecting the library and (2) provide citizens with information to prepare for disasters and with information for their personal recovery should they become disaster victims. The purpose of this document is to provide the administrators of Alabama public libraries with very basic information about how to prepare a plan.

In this paper there is not enough space to cover the large subject of disaster and emergency planning in detail, but there is much valuable information in other resources. To help the reader learn more, the paper includes (1) a list of agencies and organizations which provide disaster help and information and (2) a bibliography. Further, APLS provides consulting services to assist libraries individually in the development of plans. APLS will also have on its web site a sample disaster plan for public libraries to examine and draw ideas from.

The terms *disaster* and *emergency* require clarification. As used in this paper, a *disaster* is an unexpected occurrence inflicting widespread destruction and distress and having long-term adverse effects on operations. An *emergency* is a situation or an occurrence of a serious nature, developing suddenly and unexpectedly, and demanding immediate action. An emergency is generally of short duration, for example, an interruption of normal operations for a week or less. It may involve electrical failure or minor flooding caused by broken pipes.

DISASTER AND EMERGENCY PLAN—PART ONE: DISASTERS AND EMERGENCIES DIRECTLY AFFECTING THE LIBRARY

Part One of the plan recommended by APLS should cover the handling of disasters and emergencies directly affecting (a) the library building, (b) staff and patrons who are in the building, (c) the library materials collections, (d) equipment, and (e) furnishings. APLS recommends that library administrators implement the following steps to prepare this portion of the plan:

- Step 1: The library director appoints a disaster planning team and a disaster response team.
- Step 2: The planning team identifies potential risks.
- Step 3: The library director determines where the money will come from for repair and restoration.

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Step 4: For each risk identified in step 2, the planning team determines how to safeguard the building, people in the building, collections, equipment, and furnishings (before, during, and after a disaster or emergency).

Step 5: The planning team prepares a list of disaster supplies to be kept on hand.

Step 6: A designated planning team member writes Part 1 of the plan.

STEP 1: APPOINT (2) A DISASTER PLANNING TEAM AND (2) A DISASTER RESPONSE TEAM

It is the responsibility of the library director to appoint (1) a disaster planning team and (2) a disaster response team. The membership of the planning team may (or may not) be the same as the membership of the response team. The director assigns a planning team member to be responsible for recording and organizing all the ideas and information generated during each of these steps, and who will write the plan. The writer may be the library director or someone assigned by the director. The disaster response team will coordinate first response to an emergency and also be responsible for salvage and long-term rehabilitation of the collections and the building.

If the library is a member of a system, the library director may request assistance from the system director. Also, APLS consultants can give assistance.

For a small library (with 5 FTE employees or less) the planning team may consist of the director and possibly all employees. In a one-person operation, the director alone will perform the required work but may rely heavily on help from a system director or APLS consultant.

For a larger library the planning team may consist of persons holding the following positions:

- Director or assistant director (who will be the team leader)
- All department heads, including:
 - Head of adult reference
 - Head of children's services
 - Head of technical services
 - Business manager or accountant
 - Head of IT or automation
 - Facilities manager
- Public relations officer

STEP 2: IDENTIFY POTENTIAL RISKS

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The first thing the team must do is to prepare a list of the hazards that might exist in the area and to estimate the likelihood of their occurrence. Alabama is subject to a wide range of hazards, some more prevalent and dangerous than others.

The following is a list of potential hazards which could occur in Alabama (but it is not exhaustive):

Natural Hazards	Technical/Mechanical Hazards	Human Threats
<ul style="list-style-type: none"> • Biological hazard such as an epidemic • Drought • Earthquake • Erosion • Extreme temperatures • Fire or smoke in a building • Flood • Hail • Hurricane • Insects and rodents • Landslides • Lightning • Mold and mildew • Sinkholes and land subsidence • Snow and ice storm • Tornado, wind storm • Wildfire 	<ul style="list-style-type: none"> • Building structural failure • Communications failure (telephone or Internet) • Dam or levy failure • Electrical shortage or faulty wiring • Elevator failure • Gas leak • Hazardous materials • Plane derailment or plane crash • Plumbing leak • Power outage • Sewage failure or backup • Software failure or malfunction 	<ul style="list-style-type: none"> • Bomb threat • Computer error and viruses • Lost or misfiled documents and records • Theft • Vandalism • Workplace violence

STEP 3: DETERMINE WHERE THE MONEY WILL COME FROM

The library director determines where the money will come from for repair and restoration after an emergency or disaster. **The most important thing the director must do is to make sure the library is properly insured.** In step 2 the team prepared a list of the hazards that might exist in the area and estimated the likelihood of their occurrence. The library should have insurance to cover disasters that have a probability of occurring; however, all libraries are at risk for fire and water damage. Have insurance for the worst-case scenario: total destruction of the library building and all the contents. The city or county government may provide insurance for the library, or the library may have to contract with an insurance company. If the city or county provides the insurance, the director must find out the details of the coverage and make sure it is adequate.

The following book has much useful information on insurance for libraries: *Risk and Insurance Management Manual for Libraries*, by Mary Breighner and William Payton, published by the American Library Association, 2005, list price \$40 (listed in the bibliography). It would be a valuable addition to all public libraries and should be carefully studied by library administrators. It should be kept in the library director's professional collection for ready reference.

The book states:

The [insurance] policy may be written on either an all-risk or a named-peril basis. An all-risk policy insures the library against damage due to all risk of physical loss except those perils specifically excluded. A named-peril policy insures against losses from specifically-named perils. Most policies are written on an all-risk basis because it provides broader coverage for the library. When seeking competitive quotations from various insurers, the library should always include a request for a proposal on a property policy underwritten on an all-risk basis.

The book recommends that library property (real and personal) be insured on a replacement-cost basis. Real property is defined as buildings and permanently affixed machinery. Personal property is all property that is movable (not permanently affixed), such as furniture, machinery and equipment other than that permanently affixed, computers, library materials, and supplies.

For real property valuation (buildings) the book states:

Real property values should represent complete building replacement cost, including building service equipment, such as heating, air conditioning, elevators, lighting and power wiring, and fire protection. The values assigned to library buildings also should recognize the quality of finishes, partitions, and plumbing....One of the best ways to obtain accurate property and replacement values is to have an appraisal firm conduct an onsite field appraisal.

For personal property valuation (movable property) the book says that the contents of the building can be divided into four categories: (1) furniture, (2) business operations information, (3) computer equipment, and (4) library materials collections. An appraiser hired to do real property valuation also can be retained to value the furniture, business operations information, and computer equipment. However, library staff is often better at placing a value on library collections, and the book presents details on how staff may assign these values.

It is not enough to have insurance coverage. In order to collect on insurance policies, the library must have proof of what has been lost. In the book, *Disaster Planning and Recovery*, by Judith Fortson, (listed in the bibliography), the author makes the following recommendation to enable a library to demonstrate proof of loss:

First, it is important that the disaster site not be disturbed, if at all possible, without the approval of the insurance agent; the provisions of the policy may

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require that he or she make an inspection prior to the undertaking of any remedial steps, either in cleaning up, removing items, or beginning treatment. At a minimum, an extensive photographic record should be maintained of the affected area and collections. Careful documentation should be accumulated, also, of all staff and volunteer labor devoted to recovery procedures, as well as contracted services and supplies, whether purchased following the disaster or previously stockpiled.

It is the responsibility of the library director to make sure that a current inventory of the collections, equipment, furnishings, and facilities is maintained.

If the library has an automated circulation system, the holdings and circulation data should be regularly downloaded to electronic, magnetic, or optical storage media (such as a CD). The media should then be hand-carried to an off-site location for safe-keeping. Downloads may be done daily, weekly, or monthly, but no less frequently than monthly. The library should consult with the vendor to ascertain the method of downloading the data.

If the library has a hosted web-based automated system, then the data could exist on the vendor's server. In this case it should also be the responsibility of the vendor to maintain duplicate records at an off-site location. The library should have a written memorandum of agreement with the vendor regarding specific details, such as how often the records will be sent to the off-site location for back-up, and a set of communication procedures. Even if the vendor is safeguarding the data, it would be advisable for the library to download the data regularly to electronic, magnetic, or optical storage media (such as a CD). The media should then be hand-carried to the library's own off-site location.

If the library has its holdings in STARS, a backup file of master bibliographic records (with no item/barcode information) could be generated by OCLC. This method would be used only as a last resort and includes fees, although sometimes OCLC waives the fees. The fees (at current rates) would include a batchload evaluation fee of \$400 and a per record retrieval fee of up to 63 cents.

For furnishings and equipment the library should update the inventory continuously. Each item should have a permanent inventory tag affixed to it with the asset number on the tag. The library should maintain an inventory record list which includes the asset number, item description, original cost, date of purchase and physical location. Once a year there should be a physical inventory to account for all assets. Duplicate inventory records must be kept both on-site and off-site. One method is to keep records in an Excel format. The document should be periodically downloaded to electronic, magnetic, or optical storage media (such as a CD). The media should then be hand-carried to an off-site location for safe-keeping. In addition, periodically, and especially if there is advance warning of a disaster, it would be advisable to send the document as an email attachment to several off-site addresses, including the address of the library's insurance company (or city or county government if it is providing the insurance). In this case

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there should be an agreement made in advance with the insurance company, city, or county stating that these entities will preserve the emailed document. Printing a hard copy would also be a good idea in case power in the area is out for an extended period of time.

On the next page is an example of how inventory records may be kept in an Excel format. This is only an example—you need to create what is useable and workable for your library:

Asset	DESCRIPTION	COST	P.O.	BOUGHT	Location
7646	BOOK TRUCK WOOD OLD 1135L	96	3482	3/8/1963	PWY
8222	FILE CABINET 4 DRAWERS LEGAL	145	5712	3/1/1978	STORAGE
8251	FILE CABINET 2 DRAWERS LEGAL	70	6203	4/1/1978	STORAGE
8258	DISPLAYER PAPERBACK 4 TOWERS	277	6063	3/1/1978	MLM
8584	CABINET STORAGE METAL	120	6367	5/1/1978	PWY
8585	CABINET STORAGE METAL	120	6367	5/1/1978	STORAGE
9002	CHAIR ADULT READING	63	12080	7/1/1988	MLM
9105	DISPLAY SHELVING SINGLE FACED WALNUT	372	13113	12/1/1988	TG
9134	CABINET STORAGE MULTIMEDIA	917	13125	3/1/1989	AC/OFFICE
9140	BOOKCASE DOUBLE UNIT WALNUT C71	228	13120	4/1/1989	STORAGE
9932	FILE CABINET 2 DRAWERS LEGAL (CD)	65	7140	8/1/1979	TS
9933	DISPLAYER PAPERBACK ISLAND 5 TIERS	277	6565	11/1/1978	PWY
10502	FILE CABINET 2 DRAWERS (LAUGHLIN)	125	8307	9/1/1980	STORAGE
10503	CASSETTE RECORDER & BRIEF CASE	77	5245	9/1/1976	ADM
10796	DESK METAL	229	9646	4/1/1984	DEV
10800	WORKSTATION COMPUTER (LAUGHLIN)	145	9661	6/1/1984	AC
10802	WORKSTATION COMPUTER OCLC 3/4	193	9661	6/1/1984	TS
10803	WORKSTATION COMPUTER	193	9661	6/1/1984	TS
10813	TABLE TYPING	77	9677	7/1/1984	TS
10842	CHAIR CLERICAL	115	9805	9/1/1984	BG&V
10845	COMPUTER PRINTER	559	9679	7/1/1984	AC
10855	DESK METAL	176	9822	12/1/1984	LH&G
10856	FILE CABINET 2 DRAWERS LEGAL W/LOCK	95	9822	12/1/1984	AC/OFFICE
10864	CHAIR ROCKING WOOD	135	10755	2/1/1985	MLM
10883	CART AV	129	9832	4/1/1985	STORAGE
10888	CHAIR CLERICAL GLOBE	167	10802	5/1/1985	ADM
10889	TABLE TYPING	80	10802	5/1/1985	TS
10890	TYPEWRITER IBM WHEELWRITER (ACQ/SG)	604	10810	5/1/1985	TS

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STEP 4: DETERMINE HOW TO SAFEGUARD THE BUILDING, PEOPLE AND COLLECTIONS

Communications

For all hazards, good communications are necessary before, during and after a disaster. Plan for the following:

- Within the building be able to communicate with all persons to make sure they receive the message to evacuate or seek shelter:
 - There should be a fire alarm system that can be activated in case of a fire or other emergency. It should be operational with a battery backup in case of a power failure.
 - It is advisable to have an in-house intercom system.
 - In case of an electrical failure causing the intercom system not to work, a bullhorn could serve as an effective backup, provided its batteries are checked regularly.
- Prepare a phone tree. A phone tree is a prearranged, pyramid-shaped system for activating a group of people by telephone. Using the phone tree system can spread a brief message quickly and efficiently to a large number of people. For example, the library director would call the department heads, who in turn would call each person they supervise. The last person on a branch of the tree should call the supervisor to let the supervisor know who has and has not been contacted on the branch.
- If the regular telephone system is not functioning, be prepared to use cell phones.
- Walkie-talkies may also be used during recovery efforts.

Procedures Format

For each hazard that the team identified in step 2, the team must prepare a set of procedures to be followed. The procedures should include the following:

- The name of the hazard.
- A definition or description of the hazard.
- Assignment of particular procedures to (1) the library administration and (2) library staff.

See an example of emergency procedures on the next page, explaining how to handle water leaks or flooding.

Hazard description

Name of hazard

WATER LEAK OR FLOODING

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IMPORTANT BASIC INFORMATION

Water leaks or **flooding** occur when a roof leaks, or a water pipe or plumbing fixture breaks. This becomes a serious problem when a large amount of water covers floors or library materials or equipment gets wet.

Staff Action

Water Leak

- Call the Circulation Desk. Dial **0**. Report details, including: (1) where the leak has occurred, (2) how bad the leak is and if floors are wet, and (3) whether library materials are in danger. The staff on duty at the Circulation desk will contact Administration and relay all information.
- If floor is wet and there is a danger of electrical shock, block access to the area.

Flooding

- Call the Circulation Desk. Dial **0**. Report details, including: (1) where the flooding has occurred, (2) how bad the flooding is and if floors are wet, and (3) whether library materials are in danger. The staff on duty at the Circulation desk will contact Administration and relay all information.
- Do not enter a flooded area until the electricity has been disconnected by an electrician. There is extreme danger of electrical shock in a flood.
- Block access to the flooded area.

Administrative Action

- Library Administration has water turned off (if a plumbing leak or flood) and has electricity turned off.
- When area is safe to enter, Library Administration orders that steps be taken to protect library materials in accordance with [Collection Emergency](#) procedures.

Staff procedures

Administrative procedures

Procedures for Safeguarding People

Protecting the people in the library building must be the top priority in any disaster or emergency. Therefore, all procedures must take into consideration the safety of staff and library users. For example, in case of fire or smoke, procedures must be developed to assure rapid, efficient, and safe evacuation of all people from the building. However, not all hazards warrant leaving the building. In case of a tornado warning, people must be instructed to go immediately to a designated safe area within the building. In case of a hazardous materials release (such as a toxic chemical plume) people may evacuate if there is still time to escape the plume, but if there is not time to drive away then people should stay inside the building (with the doors and windows kept shut and the air handling system shut down). The library should develop evacuation procedures and train staff to assure safe evacuation of the building.

Procedures for Safeguarding the Collection, Equipment, and Furnishings

Prior to any disaster, the disaster planning team should review the library's collections and determine which parts to salvage should a disaster strike, using cost-benefit analysis. **The plan should clearly state which library materials will be salvaged and which will not.** It should also state how the selected materials will be salvaged (the salvage method will depend on the type and degree of damage). There is little time after a disaster strikes to make these kinds of decisions

In the literature pertaining to library disasters, there is much space devoted to explaining how to salvage library materials, such as using refrigerator trucks, blast freezers, and freeze-drying equipment. However, salvaging must be done judiciously. If circulating materials become wet, smoke-damaged, fire-damaged, or moldy, a library should give strong consideration to writing them off as a total loss and seek to replace them with insurance funds. Salvaging is an expensive undertaking, and the damage the materials originally suffered will still be evident to library patrons, who may be discouraged from the using them. **A library should give strong consideration to salvaging only important and irreplaceable documents, such as rare books, local histories and genealogical items**

There may be a situation in which library materials, furnishings, and equipment (especially computer equipment) are in danger of being damaged by such hazards as water, wind, fire, or smoke. If a disaster is approaching and there is time to prepare (such as a hurricane) then steps can be taken to protect materials, equipment, and furnishings, such as covering them with plastic.

After a disaster has struck, human safety must be the foremost concern. Staff must wait until the administration assesses the situation and perform tasks only as specifically instructed and supervised by the administration. People must not enter the affected area if there are any safety concerns. If there is a safety concern, people must wait until the gas, electricity, and water have been properly turned off (if necessary by maintenance staff from the utility companies). If serious damage has occurred (e.g. a serious fire), it may be necessary to wait until the appropriate officials declare the

APPENDIX B—DISASTER AND EMERGENCY PLANNING

building safe to enter. Also, as stated above, the disaster site must not be disturbed, if at all possible, without the approval of the insurance agent.

After the disaster, the disaster response team leader should assemble the response team (as appointed in step 1). When everyone has gathered, the team leader explains the disaster and outlines a recovery plan. The plan will include review of salvage procedures, how supplies will be retrieved, and how the damage is to be documented (with photos and written reports). The leader then assign tasks. The following work must be done (only when safe to do so):

- **Halt Damage:**
 - Obtain supplies like plastic sheeting and tape from the storage area for emergency supplies.
 - To the extent possible, move wet or vulnerable items to a dry, secure location nearby.
 - If water is coming from above cover library stacks with plastic sheeting.
 - If water is coming in on the floor, use book truck to relocate materials to a safe area, starting with the materials closest to the floor.
 - Turn off, cover, or remove computer equipment in affected areas
- **Stabilize the Environment:**
 - **Do not** turn up the heat; this will not dry out the space and may encourage mold growth.
 - Keep humidity as low as possible. If outdoor humidity is low, open doors.
 - If the climate control system is working, it should be used to provide as much cooling and dehumidification as possible. The goal should be to keep the temperature below 70 degrees Fahrenheit and the humidity as much below 50 percent as possible.
 - Clean up water using wet-vacuums or mops.
 - Use dehumidifiers.
 - Use fans to circulate air.
 - Remove water soaked materials including books, carpet and ceiling tiles. Even if carpeting appears dry, it must be checked underneath to ensure that both the carpet and the padding are dry.
 - If the climate control system is not sufficient to reduce the temperature and humidity to the desired levels, outside assistance will be needed.
 - Monitor the environment: Staff must monitor the temperature and humidity in the recovery area several times a day to ensure that the desired conditions are reached and maintained for the duration of the recovery effort.

- **Evaluate Extent of Damage:**
 - Identify types of materials damaged, and estimate quantity:
 - Books
 - Unbound paper
 - Photographic materials (including microfilm)
 - Magnetic media (audio, video)
 - Identify the type of damage to materials:
 - Damp
 - Wet
 - Muddy
 - Smoke damaged
 - Fire damaged

- **Utilize the information already prepared in the plan to determine what library materials should be salvaged and how they should be salvaged.**

Several concepts and some of the wording in the above bulleted section are from “Salvage Priorities” from dPlan™; *The Online Disaster-Planning Tool*. ©Northeast Document Conservation Center. Used by permission.

STEP 5: PREPARE A LIST OF DISASTER SUPPLIES TO BE KEPT ON HAND

Certain supplies should be kept on hand in case of disaster. For a list of recommended supplies see the list in Appendix I (In-House Supplies) of *Sample Disaster and Emergency Plan for Alabama Public Libraries*, available from the Alabama Public Library Service. These supplies may be needed immediately and may be difficult or impossible to acquire during or immediately after a disaster.

STEP 6: WRITE PART ONE OF THE PLAN

After steps 1 through 5 have been completed, the planning team member responsible for writing the plan will assemble all of the information gathered during each step and use it to prepare a draft of Part One of the plan. The draft will be reviewed by the planning team. After the team makes any suggested revisions, a final Part One of the plan is written. This part must be reviewed annually by the planning team.

DISASTER AND EMERGENCY PLAN–PART TWO: HELPING PEOPLE IN YOUR COMMUNITY

For Part Two of the Disaster and Emergency Plan, the disaster team develops methods and procedures for the library to accomplish the following two objectives:

- (1) Provide citizens with information on how to prepare for disasters.
- (2) Provide citizens with information for their personal recovery should they become disaster victims.

Part Two of the plan should include, as minimum, the following:

- A statement that the library will provide informational brochures from local and state agencies designated to inform citizens about potential disasters and also designated to assist citizens who become disaster victims. In the plan list the local and state agencies from which the library will receive brochures.
- A statement that the library will serve as a venue for educational speakers from local and state agencies designated to inform citizens about potential disasters and also designated to assist citizens who become disaster victims.
- A statement that the library will include links on its web site to emergency and disaster information. List the links in the plan.
- A statement that the library will assist victims of disasters to find information needed for their personal recovery. Explain the methods by which victims will be helped, such as by providing access to the Internet via the library's computers.

The person on the planning team who wrote Part One will then write a draft of Part Two of the plan. The draft will be reviewed by the team. After the team makes any suggested revisions, a final Part Two of the plan is written. This part must be reviewed annually by the planning team.

AGENCIES AND ORGANIZATIONS

The following is a list of agencies and organizations which provide disaster help and information:

Agency or Organization	Information about
Alabama Department of Homeland Security http://dhs.alabama.gov/	The mission of the ALDHS is to work with federal, state, and local partners to prevent acts of terrorism in Alabama, to protect lives and safeguard property, and if required, to respond to any acts of terrorism occurring in Alabama. The site has numerous links to other useful resources.
Alabama Department of Public Health http://adph.org/	The purpose of the Alabama Department of Public Health is to provide caring, high quality and professional services for the improvement and protection of the public's health through disease prevention and the assurance of public health services to resident and transient populations of the state regardless of social circumstances or the ability to pay.
Alabama Department of Public Health Center for Emergency Preparedness http://adph.org/CEP	The Center for Emergency Preparedness coordinates Alabama's health, medical, and social services in the event of public health threats and emergencies.
Alabama Department of Senior Services http://adss.alabama.gov	Disaster recovery help for seniors is one of the services provided by the Alabama Department of Senior Services.
Alabama Emergency Management Agency http://ema.alabama.gov	The Alabama Emergency Management Agency (AEMA) serves to keep Alabamians safe from potential disaster and to minimize physical or financial suffering from these events. Its site has information about how to deal with various disasters, and there are important links, including contacts for the local EMA offices for all Alabama counties.
Alabama Hurricane Center http://www.hurricane.alabama.gov/	This website was specifically designed to provide pertinent hurricane information to the communities and the surrounding areas of Alabama.
American Red Cross http://www.redcross.org/	Red Cross disaster relief focuses on meeting the emergency and disaster-caused needs of individuals and families. When a disaster threatens or strikes, the Red Cross provides shelter, food, and health and mental health services. In addition, it helps individuals and families to resume their normal daily activities independently.
FEMA (Federal Emergency	The site explains how disaster victims may apply for

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Management Agency) http://www.fema.gov/	FEMA assistance. It also has information on how to deal with various disasters.
Heritage Preservation http://heritagepreservation.org/	Heritage Preservation helps libraries and other repositories with preservation advice and publications.
National Hurricane Center http://www.nhc.noaa.gov/	The National Hurricane Center issues watches, warnings, forecasts and analysis of hazardous tropical weather.
National Weather Service http://www.nws.noaa.gov/	The National Weather Service (NWS) provides weather, hydrologic, and climate forecasts and warnings.
Northwest Document Conservation Center http://www.nedcc.org	The Northwest Document Conservation Center's mission is to improve the conservation efforts of libraries and other repositories. The Center and the Massachusetts Board of Library Commissioners have created dPlan, a free online program to help institutions write comprehensive disaster plans. dPlan is located at: http://www.dplan.org/
Salvation Army http://www.salvationarmyusa.org	Salvation Army emergency response services are activated on short notice according to an agreed-upon notification procedure, while long-term recovery is strategically planned in response to the situation, through working and partnering with many other community entities.

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Appendix C

DISASTER RECOVERY CONTRACT

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C.1 Disaster Recovery Contract

This is a draft of a proposed **Disaster Recovery Contract** that the FLICC Preservation & Bindery Working Group has developed for Federal Agencies, especially, Federal Libraries and Archives. A **Disaster Recovery Contract** is usually not in place at the time a disaster occurs, and will have to be instituted on an emergency basis after a disaster has occurred. The affected Federal Agency will have to work with their Procurement Office to put such a contract into place.

What follow are recommendations that should be in a Disaster Recovery Contract and what should be expected from a credible recovery firm.

The most critical part of the contract is developing a **SCOPE OF WORK** that describes the services to be performed. The nature of the work to be performed will have to be written in order to place the contract. The **SCOPE OF WORK** should be written using an institution's existing Disaster Preparedness Plan. The **SCOPE OF WORK** will have to be flexible, as the initial assessment of the disaster will often not reveal the full extent of the damage to the facility or to the collections. A major factor that must be considered is **SECURITY**. If a disaster site has been designated a crime scene due to a criminal activity or terrorism, security will become paramount. It will complicate your efforts for disaster recovery, as the disaster site will not be accessible until the security authorities release it. An additional security factor will be if the disaster site holds classified records. The procurement office in awarding the disaster recovery contract must address this concern. Another important consideration is the **TERMS of the CONTRACT**. The contract must start on a specific date and continue until the services have been rendered and the work described in the **SCOPE OF WORK** is completed. A third consideration is **PRICE**. This will have to be negotiated between the vendor, librarian/archivist and the procurement office. The vendor will have a rate schedule for standard items and the ability to obtain needed equipment at a cost plus price. It is vital to place the contract as soon as possible after the disaster to avoid additional damage to the facility and to the collections.

TIME IS CRITICAL IN A DISASTER. THE FASTER THE CONTRACT CAN BE PLACED, (WITHIN 24 to 48 HOURS), THE MORE LIKELY THAT THE FACILITY CAN BE STABILIZED AND THE DISASTER RECOVERY OF COLLECTIONS STARTED. THE LONGER THE WAIT—THE HIGHER THE RECOVERY COST AND THE LESS CHANCE THAT RECOVERY EFFORTS WILL BE SUCCESSFUL.

Remember, that once the requirements are stated in the **SCOPE OF WORK** for the Disaster Recovery Contract, it is very important that the contract negotiations be

followed very closely. The selection of the right contractor is absolutely essential for the cleanup of a disaster site. A review of the contractors qualifications is imperative and the Library - Archives must have input into the selection process.

This document deals primarily with the recovery of the site and the collections. For information on a sample Disaster Recovery Planning document for a Business Resumption Plan see the University of Toronto website at http://www.utoronto.ca/security/documentation/business_continuity/dis_rec_plan.htm. It is an example of this type of a plan. (Other plans will be added)

Some of the items you need to consider when writing the **SCOPE OF WORK** are described below.

C.2 Contract and Performance Specifications

Vendor Qualifications

Have the facilities, experience, qualifications, and expertise to provide professional advice and packing, freezing, and drying services to Federal Agencies affected by a disaster. Other services will include air treatment, smoke neutralization, sanitization, deodorization and the treatment and removal of mold. The recovery of damaged technology is another facet that must be considered. Provide freezer and/or drying trucks, packing supplies, and personnel to assist Federal Agencies that have been affected by a disaster that is beyond their capability of handling.

Have systematic procedures and policies in place for the removal of library materials from a disaster-struck Federal Agency to ensure that all the materials have been identified, inventoried, and kept in as much order as possible given the situation in the Federal Agency.

Have the capacity to freeze large quantities of library materials if the quantity to be dried is too large for the current drying capacity of the firm due either to the current available space or the amount of the material.

Have the facilities and expertise to dry varying amounts of materials of varying degrees of humidity and to remove mold and decontaminate materials when necessary.

Have drying policies and procedures in place to determine when the materials have reached normal equilibrium. Ensure that all materials are completely dry.

When appropriate, have the capability, and/or arrangements, for cleaning the materials after they have been dried.

Be capable of returning the materials to the affected Federal Agency in order, in appropriate boxes, etc., and in as usable a form as possible considering the degree of the disaster.

APPENDIX C–DISASTER RECOVERY CONTRACT

Required Services

Respond to a disaster scene within 24 hours of being called by the Federal Agency or designated preservation site. Provide the most practical and efficient options for the salvage, recovery and rehabilitation of the collections, whether this means packing, freezing, and vacuum-freeze drying; packing, freezing, and drying at another facility; drying the materials and building in place; or other options.

Freeze and completely dry the library and/or archival materials affected by a disaster and return these materials to the Federal Agency in usable form when completed. During the drying process constantly monitor and manipulate the materials to ensure that they are completely dried and not stuck together.

Under the direction of Federal Agency staff or designated preservation professional, provide advice to affected libraries/archives, on their damaged materials.

Time and Materials Schedule

I. Labor

A. Operations Personnel Labor (Samples)

This listing applies to personnel engaged to fulfill the terms of the contract, whether regular full-time employees of the vendor or temporary hires employed directly by the vendor or secured through a labor service. The rates, which will be established by the vendor, are per person per hour.

CLASSIFICATION –

General Cleaning Laborer
Clerical
General Restoration Supervisor/Technician
Remediation Supervisor/Technician
Resource Coordinator
Project Accountant
Assistant Superintendent
Electronics Restoration Supervisor/Technician
Industrial Corrosion Control –

- Supervisor/Technician

Documents Recovery Specialist
Superintendent
Project Manager
Project Director
Health and Safety Officer
Certified Industrial Hygienist

Technical Consultants/Engineers
Operation Technician
Variable Labor
Labor Pool (Temp labor)
Labor Management Fee* –

- Where customer supplies labor force

Dry Laborer, Customer Site Dry Room Setup
Dry Supervisor, Customer Site Dry Room Setup
File Jackets Labor Only
File Labels Labor Only
Fire Damage Edge Trim Labor Only
Inventory Pack out Supervisor
Inventory Pack out Labor Laborer
Mold & Mildew Removal Labor Only
Pack-In Labor Laborer
Pack-In Labor Supervisor
Pack out Labor Laborer
Pack out Labor Supervisor
Photo Copy Documents Labor Only
Retrieval & Delivery Labor

* (Time and one-half after 8 hours and on Saturdays. Double time on Sundays/Holidays)

B. Other Labor Provisions

1. Standard Hours - All labor rates are for the first 40 hours worked in a workweek, exclusive of the vendor holidays.
2. Non-Standard Hours - The rates for labor performed by all classifications in a workweek over 40 hours, will be 1.5 times the rates scheduled. Rates for labor performed on the vendor recognized holidays would be 2.0 times the rates scheduled. In the event the vendor is required to pay double time for any work performed, pursuant to state or federal law or the terms of any collective bargaining agreement, the rates for such labor hours shall be 2.0 times the rates scheduled.
3. Travel time for personnel shall be billed to the contract at the rates provided by the vendor.
4. These rates and provisions are predicated upon the vendor standard wage rates and overtime compensation practices. To the extent the work under a particular contract is subject to Federal and State minimum wage or hour laws or collective bargaining agreements which modify the vendor standard rates and practices, adjustments shall be made to the hourly rates and other labor provisions stated above.

C. Consulting

These sample rates apply to personnel who have been retained to provide project management of a job.

CLASSIFICATION –

Project Engineer/Scientist/Hygienist or other Environmental Specialists.
Preservation Consultants.
Project Manager
Superintendent
Accountant
Supervisor
Secretary/Clerical
Administrator

II. Equipment Rental

A. Equipment Rental - Vendor Owned Equipment

The vendor will establish rates that apply to equipment that is owned by the vendor and utilized in the performance of the work (whether supplied from the vendor inventory or specially purchased by the vendor for performance of the work).

CLASSIFICATION –

Air Compressor
Air Mover/Carpet Dryer
Borescope
Dehumidifiers
Distribution Panel
EDP - Tool Set
EDP - High Pressure Sprayer
EDP - Instrument Drying Oven
Foamer
Fogger - Spray Mist
Fogger - Thermo-Gen
Generator - Less than 100 Kilowatt
Heaters (In-Line)
HEPA Air Filtration Unit - 2000 CFM
High Pressure Moisture Extractors
HVAC - Air Tool Kit
HVAC - Cutting/Spray Kit
HVAC - Duct Auger
HVAC - Duct Sweeper
Hygrothermograph - Recording
Injectidry

Interseptor
Lambrite - Dry Clean Machine
Lights - Quartz Demolition
Micromanometer
Micromanometer - Recording
Moisture Meter - Penetrating or Non-Penetrating
Negative Air Machine
Ozone Generator - Model 330
Ozone Generator - Model 630
Radio - Personnel Communication
Refrigeration –

- Cooling Coils Only
- Chillers
- DX Units

Refrigerant Dehumidification Units
Respirator
Sprayer - Industrial Airless
Steamtic 8100E Extraction System
Steamatic TMU Extraction System
Thermohygrometer
Trailer - 40 ft. Storage
Trailer - Refrigerated 40 ft. Storage
Trailer - Utility (inclusive of mileage)
Truck - Box (inclusive of mileage)
Ultrasonic Decontamination Vat - 500 Watt
Vacuum - Barrel
Vacuum - Commercial Canister
Vacuum - EDP Anti-static
Vacuum - Handheld
Vacuum - HEPA
Vacuum - MV II
Vacuum - Upright
Van - Cargo/Passenger
Washer - High Pressure

1. The daily rental rate by the vendor shall be charged for each calendar day or portion thereof during which the equipment is utilized to perform the work, regardless of the number of shifts on which the equipment is used during the day.
2. During the course of performance of the work, the vendor may add additional equipment to the schedule above at rates to be determined by the vendor.
3. The customer shall pay for any repairs or maintenance performed on the equipment on the basis of cost plus twenty percent (20%) mark up.

APPENDIX C–DISASTER RECOVERY CONTRACT

4. In the event any item of rental equipment is damaged beyond reasonable repair by conditions at the work site, the customer shall be charged the replacement cost plus twenty percent (20%).

B. Equipment Rented by The Vendor

The rental rate for any items of equipment the vendor rents from third party vendors specifically for use in performing the work shall be the vendor 's cost thereof plus twenty percent (20%).

III. Materials

A. Materials

CLASSIFICATION –

Anti-Microbial Sealer
Applicators - 6" Cotton
Biocides/Disinfectants
Box - Book
Box - Dish
Box - Freeze Dry
Carpet Deodorizer
Cartridge - N-95
Cartridge - Respirator
Coil Cleaner
Cotton Cleaning Cloths
Desiccant 25
Desudser
Dry Solvent Stain Remover
EDP-Corrosion Control Lubricant #1
EDP-Corrosion Control Lubricant #2
EDP - VCI Device
Emulsifier - Powder
Emulsifier - Liquid
Filter - HEPA for Air Filtration Unit
Filter - HEPA for Vacuum
Filter - Primary
Filter - Secondary
Fireman's Friend Abrasive Compound
Furniture Blocks
Furniture Pads
Furniture Polish
Glass Cleaner
Gloves - Cotton

Gloves - Latex
Gloves - Leather
Gloves - Nimble Finger (N-Dex)
Goggles
Hexathane (MS, CS, or LO)
Lemon Oil
Mop Heads
Odormatic
Paper - Corrugated
Paper - Craft
Pigmented Sealer
Polishing Pads
Polyester Filter Material Polyethylene Bags - 3-6 mil
Polyethylene Sheeting
Pump - Barrel Syphon
Reodorant
Restoration Sponge
Safety Glasses
Shrink Wrap
Stainless Steel Polish
Steel Wool
Suit - Tyvek
Tape - Boxing
Tape - Duct
Tape - Masking
Thermo Fog Spray
Trash Bags - Disposable
Vinyl & Leather Conditioner

Please note that vendors will have proprietary products.

B. Additional Provisions Respecting Materials

1. All prices shall be applied to all materials on the schedules above which are utilized in the performance of the work, whether shipped to the site from the vendor inventory, shipped directly to the site from the vendor 's sources, or purchased locally by the vendor from either an affiliated or non-affiliated entity.
2. During the course of performance of the work, the vendor may add additional materials to the schedule above at rates to be determined by the vendor.

IV. Document Remediation

Specific freeze drying costs will be determined per job, based on the factors relevant to each job

and pricing per cubic foot.

These factors include, but are not limited to –

- Nature of Damage
- Moisture Saturation
- Degree of Char/Soot Residue
- Mold/Mildew Infestation
- Smoke Odor
- Deodorization Requirements
- Contamination Factors Include – Debris, Sewage, Silt, and/or Hazardous Materials

The above rates represent the changes for freeze-drying only. Labor, equipment, materials and other costs incurred in connection with document remediation will be billed in accordance with the appropriate schedules and provisions.

V. Desiccant Dehumidification

Specific costs for Desiccant Dehumidification services will be determined per job, based on factors relevant to each job and pricing per square foot.

These factors include, but are not limited to –

- Nature of Damage
- Moisture Saturation
- Height of Buildings, Ceilings and Affected Space
- Length of Job and/or Time Constraints
- Other Contamination Factors

The above rates represent the charges for Desiccant Dehumidification only. Labor, equipment, materials and other costs incurred in connection with remediation, deodorization and other services will be billed in accordance with the appropriate schedules and provisions contained in this Exhibit.

VI. Small Tools

Items such as, shovels, ladders, demolition carts, extension cords, small hand tools, etc. are provided by the vendor but are not included in the Schedules above. The vendor shall be compensated for these items by application of a small tool charge in the amount of three percent (3%) of total labor billings.

A. Subcontract Services

The compensation paid the vendor for all services such as laboratory services, testing services, and other services which are not identified in Sections IV or V above or performed by individuals billed to the customer in accordance with Section I above, but are subcontracted by the vendor, shall be the vendor 's cost for such subcontract service plus twenty percent (20%) the vendor mark-up on such costs.

B. Travel, Lodging and Per Diem

The vendor shall be compensated for costs incurred for travel, lodging and per diem costs for vendor employees assigned to the work on the basis of the vendor 's cost for such items plus twenty percent (20%) the vendor mark-up on such costs.

C. Freight/Transportation and Other Charges

The vendor shall be compensated for costs incurred for the transportation of equipment, supplies and materials to and from the site of work and for other job related charges not listed in the sections above on the basis of the vendor 's cost for such charges plus twenty percent (20%) the vendor mark-up on such charges.

D. Taxes and Permits

The rates contained in this schedule are exclusive of federal, state and local sales or use taxes and any applicable federal, state or local approvals, consents, permits, licenses and orders incident to performance of the work. The vendor shall be compensated for all costs incurred which are described above on the basis of the vendor 's actual cost incurred for such items. Prepared by Robert E. Schnare, Co-Chair of the FLICC Preservation & Binding Working Group November 8, 2002.

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Appendix D EMERGENCY FUNDS

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D.1 In-House Funds

Persons who are authorized to disburse funds –

Name/Title	Disbursement procedures

To add additional rows, position cursor at end of bottom row and press Enter.

Persons who are authorized to use the institutional credit card –

Name/Title	Disbursement procedures

To add additional rows, position cursor at end of bottom row and press Enter.

Persons who can provide authorization for large purchase orders –

Name/Title	Disbursement procedures

To add additional rows, position cursor at end of bottom row and press Enter.

Institutional charge accounts –

Organization: Contact: Phone: After-hours phone: Access procedures: Persons authorized to incur charges:

To add an institution copy the following template and paste it just below the last entry:

Organization: Contact: Phone: After-hours phone: Access procedures: Persons authorized to incur charges:

D.2 Additional Funds

If additional funds are needed, contact –

Name/Organization:

Contact:
Phone/ext.:
After hours phone:
Access procedures:

Appendix E

EXTERNAL SUPPLIERS AND SERVICES

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[Information about the companies listed below in sections E.2, E.3, E.4, and E.5 is from the dPlan™; The Online Disaster-Planning Tool, ©Northeast Document Conservation Center. Company information is subject to change; therefore libraries relying on this information should periodically check to make sure that the information is up to date.]

E.1 Freezing Services

Local freezer (1) –

Name/Organization:
Contact:
Phone:
After-hours phone:
Cell phone:
Pager:
Email:
Regulations that must be complied with:

Local freezer (2) –

Name/Organization:
Contact:
Phone:
After-hours phone:
Cell phone:
Pager:
Email:
Regulations that must be complied with:

E.2 Building Recovery/Collection Salvage Services

There are a relatively small number of reputable companies experienced in salvaging buildings and collections (e.g., drying and cleaning buildings, wet books, documents, computer data, microfilm, and audio/video) for cultural institutions. The names of recommended companies follow (as of November 2008).

American Freeze-Dry, Inc.

39 Lindsey Avenue

Runnemede, NJ 08078

Telephone: (856) 546-0777

Hours: 9:00 a.m. - 5:00 p.m. M-F

American Freeze-Dry is able to vacuum freeze-dry 50 cubic feet of wetted library materials (approximately 625 volumes) at a cost of \$55-60 per cubic foot. The company can also make

arrangements for larger quantities with McDonnell Douglas (thermal vacuum drying) or a Canadian company with a 500-cubicfoot vacuum freeze-dry chamber.

Blackmon-Mooring Steamatic Catastrophe, Inc.

International Headquarters

303 Arthur Street

Fort Worth, TX 76107

Toll Free: (800) 433-2940; 24 hr. hotline

Telephone: (817) 332-2770

Fax: (817) 332-6728

URL: <http://www.bmscat.com/index.asp>

Hours: 8:00 am -5:30 pm M-F

Disaster recovery services, odor removal, vacuum freeze drying

BMS-Cat provides extensive recovery and restoration services and is able to handle almost any size emergency.

Recovery services include paper based materials as well as electronic equipment and magnetic media.

Book and document collections are vacuum freeze dried for approximately \$40 per cubic ft. based on a 500 cubic foot (approx. 6,250 volumes) load. BMS Cat offers a free standby service agreement that creates a customer profile, capturing information that is vital in an emergency prior to an event. A portable blast freezer is available.

Disaster Recovery Services

2425 Blue Smoke Court South

Ft. Worth, TX 76105

Toll Free: (800) 856-3333 (24-hr. hotline)

Telephone: (817) 535-6793

Fax: (817) 536-1167

Hours: 8:00 am - 5:00 pm M-F; 24-hr hotline

Disaster recovery and recovery planning services, vacuum freeze drying

Document Reprocessors

5611 Water Street

Middlesex (Rochester), NY 14507 Telephone: (585) 554-4500 Toll Free: (888) 437-9464; 24-hr. hotline

Fax: (585) 554-4114

URL: <http://www.documentreprocessors.com>

Hours: 8:00 am - 5:00 pm M-F

Vacuum freeze-drying, disaster recovery of computer media, microfiche and microfilm, books, business records. Uses vacuum freeze-drying to recover water damaged materials. The vacuum freeze-dry chamber has an 800-cubic-ft. capacity which translates to approximately 10,000 volumes. The rate for freeze-drying varies but is generally about \$60 per cubic foot.

Document Reprocessors also has a thermal freeze-drying process that employs heat and a cold trap. During the drying operation, materials cycle between from -40 to 60 degrees.

Midwest Freeze-Dry, Ltd.

Midwest Center for Stabilization and Conservation

7326 North Central Park

Skokie, IL 60076

Telephone: (847) 679-4756

APPENDIX E—EXTERNAL SUPPLIERS AND SERVICES

Fax: (847) 679-4756

URL: <http://www.midwestfreezedryltd.com>

Hours: Open by Appointment M-F; 24-hr. call monitoring

Freeze-drying of historical volumes, manuscripts, microfilm, blueprints. Uses vacuum freeze-drying to salvage wet books and documents. Their chamber will hold 150 milk crates (approximately 2500 cubic feet, or 31,250 volumes). The cost to dry materials is based on the amount of water extracted from materials. Please call for price.

Munters Corporation - Moisture Control Services

79 Monroe Street

Amesbury, MA 01913

Toll-Free: (800) 686-8377 (24-hr.)

Telephone: (978) 388-4900

Fax: (978) 241-1215

URL: <http://www.muntersmcs.com>

Hours: 7:30 am - 8:00 pm M-F

Disaster recovery services, building dehumidification, drying services, microfilm drying services. Will dry to customer's specifications or will recommend an appropriate method. Choices include: vacuum freeze drying, in-situ drying through dehumidification, or stabilization by freezing materials to be dried at a later time. The vacuum freeze-dryer has a 100-cubic-foot, or 1,250 volume, capacity. Cost is approximately \$50 per cubic foot with a reduction for quantities greater than 500-cu.-ft.

Solex Environmental Systems

P.O. Box 460242

Houston, TX 77056

Toll Free: (800) 848-0484; 24-hr. hotline

Telephone: (713) 963-8600

Fax: (713) 461-5877

Hours: 8:00 am - 6:00 pm M-F

Disaster recovery, dehumidification, building drying services. Specialty is drying wet materials. Solex's cryogenic dehydration chamber can accommodate a 40-ft. trailer of materials. Solex also offers vacuum freeze-drying and additional services, such as dehumidification of large spaces. The vacuum freezer has a 38 capacity of 1000 cubic feet (12,500 volumes) at \$40 per cubic foot. The minimum job is 250 cubic feet.

E.3 Microfilm Salvage [Back to Contents](#)

Eastman Kodak Company

Disaster Recovery Laboratory

1700 Dewey Avenue

B-65, Door G, Room 340

Attention: Howard Schartz

Rochester, NY 14650-1819

Toll Free: 800-EKC-TEST (352-8378)

Telephone: (585) 253-3907

URL: <http://www.kodak.com/global/mul/business/docimaging/>

Reprocesses original camera films (only Kodak brand) free of charge. There is no limit on the number of rolls. Films should be packaged according to Kodak's instructions, which are given when Kodak is notified.

New England Micrographics

750 E. Industrial Park Drive
Manchester, NH 03109
Toll Free: (800) 340-1171
Telephone: (603) 625-1171
Fax: (603) 625-2515

Email: sales@nemicrographics.com

URL: <http://www.nemicrographics.com>

Reprocesses any amount of water-damaged microfilm, and also provides off-site storage for microfilm and computer media. Cost is based on the size and nature of the request. Works with Fuji film and also Ilford color film.

E.4 Salvage - Electronic Data & Equipment [Back to Contents](#)**Aver Drivetronics Data Recovery Service**

42-220 Green Way, Suite B
Palm Desert, CA 92211
Telephone: (760) 568-4351
Fax: (760) 341-8694

Email: aver@averdrivetronics.com

URL: <http://www.averdrivetronics.com/>

In business since 1979. Specializing in repairing damaged data caused by hardware failure, virus contamination, and user error.

Data Mechanix Services

18271 McDermott Street, Suite B
39
Irvine, CA

Toll Free: (800) 886-2231

E-mail: help@datamechanix.com

URL: <http://www.datamechanix.com>

Specializing in the rescue of lost data from hard disk drives and other storage media.

Data Recovery Labs

85 Scarsdale Road, Suite 100
Toronto, ON M3B 2R2
Canada

Toll Free: (800) 563-1167

Toll Free: (877) datarec

Telephone: (416) 510-6990

Toll Free Fax: (800) 563-6979

Fax: (416) 510-6992

Telephone Support: 8 am - 8 pm EST

E-mail: helpme@datarec.com

URL: <http://www.datarecoverylabs.com>

Provides custom-engineered data recovery solutions and data evidence investigations. Free pre-recovery analysis.

Data Recovery and Reconstruction (Data R&R)

P.O. Box 35993
Tucson, AZ 85740

APPENDIX E—EXTERNAL SUPPLIERS AND SERVICES

Telephone: (520) 742-5724

E-mail: datarr@datarr.com

URL: <http://www.datarr.com>

A charge of \$75.00/per drive is required for decontamination of fire- or water-damaged drives. Offers a \$150.00 discount for non-profit organizations. No charge for preliminary diagnostics.

ESS (Electronic System Services)

239 South Lewis Lane

Carbondale, IL 62901

Toll Free: (800) 237-4200

Toll Free: (888) 759-8758

40

Telephone: (618) 529-7779

Fax: (618) 529-5152

E-mail: info@savemyfiles.com

URL: <http://www.datarecovery.org>

Charges no evaluation fee, and can provide 24-hour turnaround. Disks may be sent to the address above with or without prior approval. Please enclose your contact information with your hard drive.

Excalibur

101 Billerica Avenue

5 Billerica Park

North Billerica, MA 01862-1256

Toll Free: (800) 466-0893

Telephone: (978) 663-1700

Fax: (978) 670-5901

Email: recover@excalibur.ultranet.com

URL: <http://www.excaliburdr.com>

A computer recovery service that can recover data from loss caused by many types of disaster. They have experience working with many types of media and more than twenty operating systems.

Micro-Surgeon

6 Sullivan Street

Westwood, NJ 07675

Telephone: (201) 666-7880

After 5:00 PM EST: (201) 619-1796 (please enter " #" after leaving your number)

E-mail: info@msurgeon.com

URL: <http://msurgeon.com/>

Offers evaluations based upon a flat rate of \$75 per drive and includes all diagnostic services related to determination of recovery feasibility. Special discounts for the educational market are offered.

Ontrack

6321 Bury Drive

Eden Prairie, MN 55346

Toll Free: (800) 872-2599

Phone: (952) 937-5161

Fax: (952) 937-5750

APPENDIX E—EXTERNAL SUPPLIERS AND SERVICES

URL: <http://www.ontrack.com>

Offers emergency and on-site data recovery services as well as Remote Data Recovery (RDR).

Restoration Technologies, Inc.

3695 Prairie Lake Court

Aurora, IL 60504

Toll Free: (800) 421-9290

Fax: (708) 851-1774

Offers a broad range of cleaning services, from cleaning and disinfecting heating ventilation and air conditioning systems (HVAC), to computer media. However their specialty is electronic equipment, including computers, printers, video tape recorders, cameras, etc.

E.5 Salvage - Magnetic Media [Back to Contents](#)

Film Technology Company, Inc.

726 North Cole Avenue

Los Angeles, CA 90038

Telephone: (213) 464-3456

Fax: (213) 464-7439

E-mail: alan@filmtech.com

URL: <http://www.filmtech.com>

Nitrate movie film duplication

John E. Allen, Inc.

116 North Avenue

Park Ridge, NJ 07656

Telephone: (201) 391-3299

Fax: (201) 391-6335

Nitrate movie film duplication

Karl Malkames

1 Sherwood Place

Scarsdale, NY 10583

Telephone: (914) 723-8853

Nitrate movie film duplication

Restoration House

Film Group, Inc.

PO Box 298

Belleville, ON K8N 5A2

Canada

Telephone: (613) 966-4076

Fax: (613) 966-8431

Nitrate movie film duplication

Seth B. Winner Sound Studios, Inc.

2055 Whalen Avenue

Merrick, NY 11566-5320

Telephone: (516) 771-0028 or (212) 870-1707

Fax: (516) 771-0031

Contact: Seth B. Winner
 Email: Seth.B.Winner@worldnet.att.net
 Consulting and treatment of audio tape collections. Able to work with a variety of formats.

Smolian Sound Studios
 1 Wormans Mill Court
 Frederick, MD 21701
 Telephone: (301) 694-5134
 Contact: Steve Smolian
 Well known for offering all types of audiotape restoration. Also works with acetate and shellac discs.

SPECS Brothers
 PO Box 5
 Ridgefield Park, NJ 07660
 Toll Free: (800) 852-7732
 Telephone: (201) 440-6589
 Fax: (201) 440-6588
 Email: info@specbros.com
 URL: <http://www.specbros.com>
 Contact: Peter Brothers
 Specializes in the recovery of videotapes after any type of disaster. Offers recovery advice, assistance, as well as cleaning and copying services for affected tapes. SPECS Bros. also cleans and copies archival video and audiotapes.

E.6 Professional Preservation Advice - Regional Centers [*complete as needed*]

E.7 Professional Preservation Advice - Conservators

If you need to locate additional preservation/conservation assistance, see the American Institute for Conservation (AIC) conservator database at <http://aic.stanford.edu/>. This link points you to guidelines for choosing a conservator; the link to the database is at the end of the document.

E.8 External Sources for Supplies [Back to Contents](#)

Item	Local Supplier Contact	Alternate Supplier Contact
Aprons, plastic undefined		
Book trucks, metal		
Boots, rubber		
Boxes, cardboard		
Brooms/dustpans		
Buckets, plastic		
Camera/film		
CB radio/ham radio, nearest		
Clothesline (nylon or 30 lb. monofilament)		

Construction materials (wood, screws, nails)		
Dehumidifiers, portable		
Dry ice		
Extension cords (50 ft, grounded)		
Fans, portable		
Freezer bags, polyethylene (various sizes)		
Freezer or waxed paper		
Garbage bags, plastic (30 or 42 gallon)		
Generator, portable		
Glasses, protective		
Gloves (leather work gloves)		
Gloves (nitrile)		
Hard hats		
Ladders		
Lighting, portable		
Milk crates, plastic or Rescubes		
Mops		
Paper towels		
Paper absorbent white blotter paper (used for drying loose paper materials)		
Paper uninked newsprint (used for interleaving wet materials)		
Phone, nearest off-site		
Plastic sheeting (heavy)		
Protective clothing, disposable		
Pump, portable		
Respirators		
Sand bags		
Security personnel (additional)		
Sponges (cellulose)		
Sponges, dry chemical (for removing soot)		

APPENDIX E-EXTERNAL SUPPLIERS AND SERVICES

Tables, portable		
Thermohygrometer		
Toilets, portable		
Trash cans		
Truck, refrigerated		
Walkie-talkies		
Water hoses (with spray nozzles)		
Wet/dry vacuum		

E.9 External Suppliers [*complete as needed*]

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Appendix F FACILITIES INFORMATION

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F.1 Utility/Shut-Off Control Locations and Procedures

Item	Location	Procedures
Main water shut-off valve		
Sprinkler shut-off valve		
Main electrical cut-off switch		
Main gas shut-off		
Oil cut-off		
Heating system controls		
Cooling system controls		
Security system controls		
Fire alarm annunciator panel		
Other		

To add additional rows, position cursor at end of bottom row and press Enter.

F.2 Fire Protection Systems

Fire alarm pull boxes

Fire alarm pull box	Location

To add additional rows, position cursor at end of bottom row and press Enter.

Fire extinguishers

Type of extinguisher	Location	Date of last inspection

To add additional rows, position cursor at end of bottom row and press Enter.

Smoke and heat detectors

Type of detector	Location

To add additional rows, position cursor at end of bottom row and press Enter.

Date of last inspection/maintenance of smoke and heat detectors:

Date smoke and heat detector system was last tested:

Description of smoke and heat detector monitoring procedures:

Detection system monitoring agency

Name/Organization:
Contact:
Phone:
After-hours phone:
Pager:
Email:

Detection system service company

Name/Organization:
Contact:
Phone:
After-hours phone:
Pager:
Email:

Sprinklers

Description of sprinkler monitoring procedures:

Sprinkler system monitoring agency

Name/Organization:
Contact:
Phone:
After-hours phone:
Pager:
Email:

Sprinkler system service company

Name/Organization:
Contact:
Phone:
After-hours phone:
Pager:
Email:

Gaseous Fire Suppression

Description of fire suppression monitoring procedures:

--

Gaseous systems monitoring agency

Name/Organization:
Contact:
Phone:
After-hours phone:
Pager:
Email:

Gaseous systems service company

Name/Organization:
Contact:
Phone:
After-hours phone:
Pager:
Email:

F.3 Water Detectors ([Back to Contents](#))

Type of water detector	Location

To add additional rows, position cursor at end of bottom row and press Enter.

Description of water detector monitoring procedures:

--

Water detector monitoring agency

Name/Organization:
Contact:
Phone:
After-hours phone:
Pager:
Email:

F.4 Security ([Back to Contents](#))

Type of security	Location

To add additional rows, position cursor at end of bottom row and press Enter.

Date of last inspection of automated security system:

--

Location of access codes for automated security system:

--

Description of monitoring procedures:

--

Security monitoring agency

Name/Organization:

Contact:

Phone:

After-hours phone:

Pager:

Email:

--

Security system service company

Name/Organization:

Contact:

Phone:

After-hours phone:

Pager:

Email:

--

F.5 Building Access ([Back to Contents](#))

Staff member	Type of access	Area(s) person may access

To add additional rows, position cursor at end of bottom row and press Enter.

Location of access codes for automated security system:

--

Indicate how the fire department would gain access to the building, if necessary:

--

F.6 Climate Control Systems ([Back to Contents](#))

Heating System

Location	Description	Procedures for operation

Heating system service company:

Name/Organization:

Contact:

Phone:

--

After-hours phone: Pager: Email:
--

Date of last inspection and maintenance of the heating system:	
--	--

Cooling System

Location	Description	Procedures for operation

Cooling system service company:

Name/Organization: Contact: Phone: After-hours phone: Pager: Email:
--

Date of last inspection and maintenance of the cooling system:	
--	--

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Appendix G

FLOOR PLANS

For Evacuation Floor Plans, go to [Evacuation Floor Plans](#)

[Back to Contents](#)

For use by Administration, building maintenance staff, and emergency personnel, the library has prepared building floor plans that clearly indicate the location of important equipment. There is one set of floor plans for each of the following:

1. Fire protection and suppression systems (fire extinguishers, sprinkler heads, fire call boxes, and smoke/heat detectors)
2. Water-bearing pipes and equipment
3. Mechanical systems electrical control panels, outlets, and cut-off; heating and cooling system equipment and controls; oil and/or gas shut-offs, if applicable
4. Emergency lighting
5. Security system controls and location of motion detectors, etc.
6. Salvage priorities overall priorities and priorities for specific departments/types of material

(if applicable, include color-coding on the plans)

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Related Sections of Handbook

[Alarms and alarm pull stations](#)

[Evacuation](#)

[Fire extinguishers](#)

[Fire or smoke](#)

Appendix H

INFORMATION TECHNOLOGY

[Back to Contents](#)

H.1 Emergency Contact Information

The following people and organizations can provide assistance in case of temporary information systems failure or damage. **Please note that additional procedures for a serious emergency requiring relocation of computers and services can be found in section H7 below, Alternate Access to Telecommunications and Online Service.** *Remember that it is very important to keep any account numbers and password current, and to indicate who on staff knows them.*

Information Technology Department

(for problems with hardware and software)

Department name: Contact: Phone: After-hours phone: Pager:
--

Remote Storage Site for Backups

In-house staff member who is familiar with account details and passwords:

Organization name: Contact: Phone: After-hours phone: Pager: Account number: Procedures for retrieving backups in an emergency:

Internet service provider

In-house staff member who is familiar with account details and passwords:

Organization name: Contact: Phone: After-hours phone: Pager: Account number: Procedures for reactivating service in an emergency:

Web site host

In-house staff member who is familiar with account details and passwords:

Organization name:
Contact:
Phone:
After-hours phone:
Pager:
Account number:
Procedures for retrieving service in an emergency:

Online subscription service(s)

In-house staff member who is familiar with account details and passwords:

Organization name:
Contact:
Phone:
After-hours phone:
Pager:
Account number:
Procedures for reactivating account in an emergency:

Regional online catalog/network

In-house staff member who is familiar with account details and passwords:

Regional network name:
Contact:
Phone:
After-hours phone:
Pager:
Account number:
Procedures for getting the network up and running in an emergency (e.g., where are data backups located, how are they retrieved, how long does it take?):

H.2 Software and Equipment Inventory [Back to Contents](#)

Software Inventory

The following software is used within the institution –

Name of software package:
Supplier and version:
Computer(s) on which software is installed:
Registration number:
Help-line telephone number:
Location of backup copy:
Insurance Coverage:

To add software packages copy the following template and paste it just below the last entry:

Name of software package: Supplier and version: Computer(s) on which software is installed: Registration number: Help-line telephone number: Location of backup copy: Insurance Coverage:

Computer Equipment Inventory

The following computer hardware is in use within the institution –

Make and model: Serial number: Location of equipment: Vendor: Vendor help line number: Drives and configuration: Insurance Coverage:
--

To add computer hardware copy the following template and paste it just below the last entry:

Make and model: Serial number: Location of equipment: Vendor: Vendor help line number: Drives and configuration: Insurance Coverage:
--

H.3 Data Backup [Back to Contents](#)

The following electronic data is unique and maintained solely in-house –

If any of this data is not currently backed up, devise backup procedures immediately.

Type of data: Location of data: Person responsible for backup: On site location of backup: Off site location of backup: Frequency of backup:

To add electronic data copy the following template and paste it just below the last entry:

Type of data:

Location of data:
Person responsible for backup:
On site location of backup:
Off site location of backup:
Frequency of backup:

H.4 Data Restoration [Back to Contents](#)

The following people on staff know how to restore backed up data –

To add additional rows, position cursor at end of bottom row and press Enter.

The following people outside the library can assist in restoring backed up data –

Organization name:
Title:
Phone:
Cell phone:
Pager:
Email:

To add people outside the library copy the following template and paste it just below the last entry:

Organization name:
Title:
Phone:
Cell phone:
Pager:
Email:

H.5 Software and Hardware Reconfiguration [Back to Contents](#)

The following people within the institution know how to reinstall and reconfigure software and hardware in the event of a disaster –

To add additional rows, position cursor at end of bottom row and press Enter.

The following people outside the library can assist in reinstalling and reconfiguring software and hardware in the event of a disaster –

Organization name:
Title:
Phone:
Cell phone:
Pager:
Email:

To add people outside the library copy the following template and paste it just below the last entry:

Organization name: Title: Phone: Cell phone: Pager: Email:

H.6 Relocation of Computer Operations [Back to Contents](#)

Temporary sites for relocation of computer operations are –

Location: Contact person: Phone: Cell phone: Pager: Procedures:
--

To add temporary sites copy the following template and paste it just below the last entry:

Location: Contact person: Phone: Cell phone: Pager: Procedures:
--

H.7 Alternate Access to Telecommunications and Online Services
[Back to Contents](#)

In the event of an emergency that requires your institution to provide services from an alternate site, it may be necessary for staff and/or patrons to access email, Internet, and online services from that site. This may be done by redirecting existing accounts, or it may be necessary to provide alternative ways to access online resources. Information and instructions are provided below.

Procedures for emergency remote access are as follows –

Telephone/Voice Mail (*procedures for switching fax and phone numbers to the remote site*):

--

Email procedures (*may need to be accessed via modem or Internet*):

--

Intranet procedures:

--

Library website procedures:

--

Regional library network procedures:

--

Local online catalog procedures:

--

Online Subscription Services procedures:

--

H.8 Emergency Procedures for Manual Operations [Back to Contents](#)

During an emergency, it may be necessary to switch to manual operations for a limited time, either until computer systems are back up or until services can be switched to an alternate location.

Instructions for conducting services such as circulation manually or financial recordkeeping are as follows –

Service/Activity	Instructions:

To add additional rows, position cursor at end of bottom row and press Enter.

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Appendix I IN-HOUSE SUPPLIES

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I.1 Basic Disaster Supply Kit

Every institution should keep at least a basic supply and equipment kit on hand to be used in an emergency. The kit should be stored in one or more sealed watertight containers and clearly labeled “Disaster Kit – Do Not Use for Other Purposes” so that materials are not removed mistakenly by staff or others. Indicate the quantity of supplies your institution has on hand and where the supplies are located (also specify how the supplies can be retrieved if they are kept in locked storage).

Person responsible for inventorying supplies/equipment:

--

Frequency of inventory (four times per year is recommended):

--

Recommended quantities for handling emergencies involving up to 500 books are provided below as a guideline. These quantities would be multiplied to deal with an emergency involving larger numbers of books. **Note that these are minimum recommendations, and additional supplies may be required depending on the circumstances.**

Item	Recommended Quantity	Quantity	Location(s)
Aprons, plastic	1 box (100)		
Book trucks, hand carts	2		
Brooms and dustpans	2		
Buckets (plastic)	2		
Camera with film (disposable)	1		
Clipboard	2		
Dehumidifiers, portable	2		
Ear plugs	20 pairs		
Extension cords (50 ft., grounded)	2		
Fans, portable	2		
First aid kit	1		
Flashlights (waterproof)	4 (or one per department)		
Freezer bags (polyethylene, various sizes)	40		
Garbage bags, plastic (30 or 42 gallon)	1 box (40)		

Gloves (nitrile)	1 box (100)		
Markers (waterproof)	1 pkg.		
Masks, protective	1 box (20)		
Milk crates/Rescubes	50		
Mops	2		
Paper – absorbent white blotter paper (used for drying loose paper materials)	200 sheets (11 inches x 13 inches - each)		
Paper – unlinked newsprint (used for interleaving wet materials)	2 large rolls (15 inches x 1100 feet - each)		
Paper pads (for clipboards)	1 pkg of 12		
Paper towels	1 case (30 rolls)		
Pencils (sharpened)	1 pkg of 12		
Pencils sharpener (handheld)	1		
Plastic sheeting, heavy (polyethylene)	5 rolls		
Scissors	2		
Sponges cellulose	2		
Tape (clear, 2 inches wide, with dispenser)	1 roll		
Tape (duct)	2 roll		
Tape (yellow caution)	1 roll		
Toolkit (crowbars, hammers, pliers, flathead and philips-head screwdrivers)	1		
Utility knife	1		
Utility knife blades	Package of 5		
Waxed or freezer paper	7 boxes (75 feet each)		
Wet/dry vacuum	2		

I.2 Additional Supplies [Back to Contents](#)

Item	Quantity	Location(s)
Boots, rubber (or galoshes)		
Boxes, cardboard		
Bubble wrap		
Clothesline (nylon or 30 lb. monofilament)		
Clothespins		
Glasses (protective)		
Hard hats		
Labels, self adhesive (even when wet)		
Radio, battery-operated (with weather band)		
Sponges, dry chemical (for removing soot)		

APPENDIX I–IN-HOUSE SUPPLIES

Sump pump (portable)		
Tables, portable folding		
Tags with twist ties		
Trash cans		
Walkie-Talkies		

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Appendix J

INSURANCE INFORMATION

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To review basic background information about insurance, go to [insurance summary information](#) below.

J.1 Property Insurance - Buildings, Machinery, and Equipment – Self Insurance

This section covers insurance for your building(s), machinery, and equipment. Items to be considered here (in addition to the building itself) might include photocopiers, microfilm readers, computers, scanners, etc.

Office/department in charge of Buildings, Machinery, & Equipment –

Office/Department: Contact person: Work phone: Home phone: Cell phone: Pager: Email:
--

J.1.1 Extent of Coverage

Amount of money available for repair and replacement of the building, machinery, and equipment in case of a disaster: \$
--

Person responsible for periodic evaluation of the funds set aside for self-insurance:

Frequency of evaluation and increase of funds set aside for self-insurance:

Procedures and Documentation –

Procedures that must be followed in case of damage or loss:

Documentation required to prove loss:

Business Interruption and Extra Expenses Insurance –

Specify the amount of insurance provided for replacing income that is lost while damaged or destroyed property is repaired or replaced: \$
--

Specify the amount of insurance provided to cover extra expenses that may be incurred as the institution tries to carry on its normal business while damaged or destroyed property is repaired or replaced: \$
--

J.2 Property Insurance - Buildings, Machinery, and Equipment - Commercial

This section covers insurance for your building(s), machinery, and equipment. Items to be considered here (in addition to the building itself) might include photocopiers, microfilm readers, computers, scanners, etc.

Insurance For **each** insurance policy held by the institution, provide the following information.

J.2.1 Type and Extent of Coverage

Property insurance policy held by the institution –

Policy number:
Policy inception date:
Policy expiration date:
Property covered:
Amount of coverage: \$
Amount of deductible, if there is one: \$

Insurance carrier –

Company/Organization:
Contact Person:
Phone:
Cell phone:
After hours phone:
Pager:
Email:

Insurance agent or broker –

Company/Organization:
Contact Person:
Phone:
Cell phone:
After hours phone:
Pager:
Email:

Frequency of review and updating of this policy:
Person responsible for reviewing and updating this policy:
How insurable values on the policy are determined:

Property appraisal(s) –

Material(s) appraised:
Date of last appraisal:
Person conducting appraisal:

Material(s) appraised:
Date of last appraisal:
Person conducting appraisal:
Procedures required by the insurance company in case of damage or loss:
Documentation required to prove loss:
Describe the insurance company's procedures for inspecting the building and/or machinery and/or equipment covered under this policy, and the steps taken if a serious exposure is discovered:

J.2.2 Business Interruption Insurance

Policy number: Policy inception date: Policy expiration date: \$ Amount of deductible, if there is one: \$ Amount of Business Interruption insurance provided:
--

Insurance carrier–

Company/Organization: Contact Person: Phone: Cell phone: After hours phone: Pager: Email:

Insurance agent or broker –

Company/Organization: Contact Person: Phone: Cell phone: After hours phone: Pager: Email:

Frequency of review and updating of this policy:
Person responsible for reviewing and updating this policy:
Procedures required by the insurance company in case of damage or loss:

J.2.3 Extra Expenses Insurance

Policy number: Policy inception date: Policy expiration date: Amount of deductible, if there is one: Amount of Extra Expenses insurance provided:

Insurance carrier–

Company/Organization: Contact Person: Phone: Cell phone: After hours phone: Pager: Email:

Insurance agent or broker –

Company/Organization: Contact Person: Phone: Cell phone: After hours phone: Pager: Email:

Frequency of review and updating of this policy:
Person responsible for reviewing and updating this policy:
Procedures required by the insurance company in case of damage or loss:

J.3 Property Insurance - Rare Books, Manuscripts, Valuable Papers and Records, and Special Collections - Self Insurance

Office/department in charge of rare books, manuscripts, papers/records, & special collections –

Office/Department: Contact person: Work phone: After hours phone: Cell phone: Pager: Email:

J.3.1 Extent of Coverage

Funds available for salvage, repair, and/or replacement of collections in case of a disaster:

Collection appraisal(s) –

Collections appraised:
Date of last appraisal:
Person conducting appraisal:

Person responsible for periodic evaluation of the funds set aside for self-insurance:
of evaluation and increase of funds set aside for self-insurance:

Procedures and Documentation –

Procedures that must be followed in case of damage or loss:
Documentation required to prove loss:

J.4 Property Insurance - Rare Books, Manuscripts, Valuable Papers and Records, and Special Collections - Commercial Insurance

Please note: much of the information printed here should be found in your Summary of Insurance and your Claims Manual(s), if your insurance agent has provided them.

The institutions risk/insurance officer –

Name:
Title
Work phone - Extension:
Cell phone:
Weekend/after hours phone

J.4.1 Type and Extent of Coverage

Insurance policy held by the institution –

Policy number:
Policy inception date:
Policy expiration date:
Category of material:
Amount of coverage:
Amount of deductible, if there is one:

Insurance carrier–

Company/Organization:
Contact Person:
Phone:
Cell phone:
After hours phone:
Pager:
Email:

Insurance agent or broker –

Company/Organization:
Contact Person:
Phone:

Cell phone:
After hours phone:
Pager:
Email:

Frequency of review and updating of this policy:
Person responsible for reviewing and updating this policy:

Collection appraisal(s) –

Collections appraised:
Date of last appraisal:
Person conducting appraisal:
Procedures required by the insurance company in case of damage or loss:
Documentation required to prove loss:
Describe the insurance company's procedures for inspecting general collections covered under this policy, and the steps taken if a serious exposure is discovered:

INSURANCE SUMMARY INFORMATION

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Insurance is a complex subject and can be very confusing. This brief summary introduces some basic concepts, but it is *very important that you consult with your insurance agent* to determine precisely what coverage is right for your institution.

There are a number of issues to consider when planning for insurance coverage. You will need coverage not just for your collections, but also for your building, machinery, and equipment. If your institution does a lot of business electronically, the data and systems may need to be insured as well. You should also consider business interruption and extra expense insurance, which covers loss of income and any extra expenses that may be incurred while providing services during the period of repair and restoration after a disaster.

An institution can be self-insured, purchase commercial insurance, or have a combination of the two. Some larger institutions or those that are part of a larger entity (e.g. university, government agency) choose self-insurance or a combination of commercial and self-insurance. Commercial insurance is more common for smaller institutions that do not have the resources to allow for self-insurance.

Self-insurance means that the institution (or parent institution) sets aside a certain sum of money in a reserve fund, which will be used for salvage or replacement of collections or other property, or to provide business interruption funds, in case of a disaster. Self-insurance is not necessarily easier or cheaper than commercial insurance, as the funds must be carefully managed. Also be aware that some institutions do not set aside any specific funds for insurance. They simply expect to pay for any losses out of general

APPENDIX J–INSURANCE INFORMATION

operating funds; this is the equivalent of carrying no insurance at all, and is NOT recommended,

Commercial insurance refers to the practice of paying premiums to an independent insurance company that will reimburse the institution if damage or loss occurs. If you have commercial insurance, talk with your insurance agent (and perhaps with the claims representative of your insurance carrier as well) to identify any potential trouble spots in your situation. Go through several different hypothetical disaster scenarios with your agent to help you decide how much and what type of coverage you need. For example, you might need to know whether losses that occur in off-site storage are covered, whether losses of items being transported are covered, and/or whether your policy provides for restoration or replacement of certain valuable objects.

Regardless of the method of insurance coverage, your institution must:

1. Establish the value of the item(s) to be insured, and
2. Decide on the appropriate type of coverage, along with
3. Establishing the procedures and documentation that will be required in the event of damage or loss.

Establishing Value

Whatever type of coverage is chosen, it is essential to establish the value of collections and to regularly update those valuations to ensure that sufficient coverage is being provided. Be sure to keep documentation of these valuations in a secure place so that it is not lost in a disaster. Determining the value of buildings and equipment is usually fairly straightforward, but determining the value of collections (particularly special collections and archival materials) can be more challenging. Value can be established using the original purchase price, the standard trade price (found in standard resources such as Books in Print, or by consulting specialized catalogs or dealers), or through an independent appraisal (sometimes the only option for rare materials, archival materials, or those whose market value is difficult to determine).

Types of Insurance Coverage

Perils Insured Against

There are two general types of commercial insurance: all-risk and named peril. All-risk is generally preferable, as it provides protection for any event except those that are specifically excluded. Excluded risks (e.g., flooding, earthquake) can usually be added as an endorsement to the policy, which will raise the premium but may be worthwhile for some institutions. For library special collections and/or archival collections, a separate Valuable Papers and Records policy may be needed. This type of policy covers specific collections of particular value and allows for complete reimbursement, usually on an actual cash value basis.

Type of Reimbursement

There are several specific types of insurance coverage that can be used by libraries, archives, and other cultural institutions, which are described in detail below. Reimbursement is calculated using different assumptions for each type, so it is important to determine what type of policy or policies is most appropriate for your institution.

Replacement Cost: The real cost of replacing or restoring an item in the current market with one of like kind and quality. With this type of coverage, an item must normally be replaced unless an agreement for salvage or restoration is made with the insurance carrier, or unless there is a salvage or restoration endorsement to the policy.

Actual Cash Value: The amount of reimbursement based on the current market value of an item minus depreciation. This can reduce premiums, but in the event of a disaster, actual cash value may result in less reimbursement than a replacement provision.

Average Replacement Cost: Establishment of an average cost for all holdings or for all items in a particular category of holdings (e.g., reference books, serials). This value is determined when the policy is written, and an accurate listing of the number of items in each category must be provided. This method can result in lower premiums but must be used carefully. Items of special value that would be expensive to replace should not be included.

Agreed Amount Valuation: The institution and the insurance carrier agree to a specific amount of coverage for each item at the time the policy is written. Value would be determined through a qualified appraiser.

Resources for Professional Appraisers:

Appraisers Association of America at <http://www.appraisersassoc.org>

or

American Society of Appraisers at <http://www.appraisers.org/findappraiser/>.

Procedures and Documentation:

It is also essential to be aware of required procedures in the event of a disaster (e.g., your insurance carrier may not want you to begin salvage until the claims representative has viewed the damage). It is also important to document both the pre-disaster and post-disaster condition of the insured property. Photographs, videotape, condition reports, appraisals and other methods of documentation may be needed. Consult with your insurance agent and insurance carrier to determine your specific requirements.

Locate your Summary of Insurance and your Claims Manual (provided by your insurance agent), if you have them. They will contain much of the information that is requested in the above blanks.

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Appendix K

PRE-DISASTER COMMUNICATION WITH EMERGENCY SERVICES

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K.1 Fire Department

Date of last inspection by the fire marshal:
Contact person within fire department: Phone: Cell phone:
In-house liaison to fire department:
Backup liaison:
Date of last in-house review of collection priorities:
Date of last on-site review of collection priorities, collections salvage procedures, and building reentry procedures with fire department personnel:

K.2 Police Department

Contact person within police department: Title: Phone: Cell phone:
In-house liaison with the police department:
Backup liaison:
Date of last on-site review of the building and contents with police department personnel:

K.3 Local Emergency Management Agency

Local emergency management agency:
Contact person(s): Title: Phone: Cell Phone:
In-house liaison with local emergency management agencies:
Backup liaison:
Date of last on-site review of the building and contents with emergency management personnel:

Describe applicable local procedures for managing disasters (e.g., area-wide evacuation procedures, local emergency shelters, etc.):

K.4 Memorandums of Agreement/Understanding

This section lists the memorandums of agreement or understanding that the library has with (1) **businesses and agencies which will provide emergency services**, and (2) **its utility providers regarding the library's priority for re-establishment of service after a disaster (utilities include power, gas, telephone service, and internet service)**. The memorandums are separately and securely filed.

Business or agency providing emergency services:
Agreement starting date:
Agreement ending date (if any):
Location of agreement:

To add a business or agency copy the following template and paste it just below the last entry:

Business or agency providing emergency services:
Agreement starting date:
Agreement ending date (if any):
Location of agreement:

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Appendix L

PREVENTION AND PROTECTION

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L.1 Preventive Maintenance Checklists

Use the checklists starting on the next page as reminders for carrying out preventive maintenance activities.

Weekly

Person responsible for checking that all activities have been completed:

___ Check posting of emergency numbers/instructions

Person responsible:

___ Check posting of emergency numbers/instructions

Person responsible:

___ All elements of security system are operable

Person responsible:

___ Emergency lights operable

Person responsible:

___ Alarm panels operable

Person responsible:

___ All keys are accounted for

Person responsible:

___ Flashlights are present in all appropriate locations and are charged

Person responsible:

___ Battery-powered radio (preferably with weather band and tone alert) is operable

Person responsible:

___ Check pest monitoring traps for pests

Person responsible:

___ Change hygrothermograph chart

Person responsible:

___ Download data from datalogger

Person responsible:

Twice per Year (Minimum)

Person responsible for checking that all activities have been completed:

___ Inspect roof and drainage systems

Person responsible:

___ Inspect windows and skylights

Person responsible:

___ Inspect building foundation for cracks, leaks, etc.

Person responsible:

___ Inspect fire detection system

Person responsible:

___ Inspect fire suppression system

Person responsible:

___ Inspect fire suppression system

Person responsible:

___ Inspect security system

Person responsible:

___ General inspection of building and grounds to identify problems

Person responsible:

Annually

Person responsible for checking that all activities have been completed:

___ Check/update insurance on building and equipment

Person responsible:

___ Check/update insurance on collections

Person responsible:

___ Revise/prepare building maintenance budget

Person responsible:

___ Pump septic system

Person responsible:

___ Arrange for inspection of building by local fire marshal

Person responsible:

___ Flush out fire suppression system

Person responsible:

___ Arrange for inspection of fire extinguishers

Person responsible:

___ Arrange for inspection of elevators

Person responsible:

___ Inspect electrical system

Person responsible:

___ Inspect plumbing system

Person responsible:

___ Update service contracts

Person responsible:

___ Ensure that plans of the building and mechanical drawings are updated and accessible

Person responsible:

___ Inventory collections

Person responsible:

L.2 Emergency Lighting Maintenance [Back to Contents](#)

All emergency lighting (including battery-operated exit signs) shall be tested and maintained in accordance with National Fire Protection Association Life Safety Code, Number 101.

A functional test shall be conducted on every required emergency lighting system at 30-day intervals for not less than 30 seconds. An Annual test shall be conducted on every required battery-powered emergency lighting system (includes battery-operated exit signs) for not less than 1½ hours. Equipment must be fully operational for the duration of the test. (Attach floor plan to indicate location of battery-powered emergency lights).

To conduct monthly and annual tests for emergency lighting use the [Emergency Lighting Test Log](#) in Appendix M, section M7.

L.3 Fire Extinguisher Maintenance [Back to Contents](#)

All fire extinguishers shall be inspected to insure that the devices will work properly if needed, minimizing injury and property damage from fire, in accordance with National Fire Protection Association, Number 10, Standard for Portable Fire Extinguishers. Faulty extinguishers will be repaired or replaced.

Inspection Procedures:

Each fire extinguisher is assigned an inventory or ID number, and an inventory or ID number tag is affixed to each extinguisher. A record is maintained of each extinguisher's number and location.

All fire extinguishers are inspected monthly within the first five (5) working days by facilities maintenance personnel assigned by the Maintenance Supervisor. After the monthly inspection is complete, the Maintenance Supervisor will submit the completed report to the Business Department (or Library Director). The Business Manager (or Library Director) will review the report and take the action required to maintain or replace the fire extinguishers. The report will be filed in the Business Department Fire Extinguisher Inspection file.

Annually the Business Manager (or Library Director) has all fire extinguishers professionally inspected, new tags are affixed to each extinguisher, and a report is submitted by the professional inspector to the Business Department. The Business Manager (or Library Director) will take the action required as indicated in the professional inspection report to maintain or replace the fire extinguishers. The report will be filed in the Business Department Fire Extinguisher Inspection file.

Every six (6) years the Business Manager (or Library Director) has all fire extinguishers pressure-tested (a process called hydrostatic testing) to ensure the cylinder is safe to use. If a regular monthly or annual inspection of a fire extinguisher indicates that a pressure test should be done, then one is conducted at that time. The Business

Manager (or Library Director) will take the action required as indicated in the pressure-test report to maintain or replace the fire extinguishers. The pressure test report shall be filed in the Business Department Fire Extinguisher Inspection file. Records are kept on each extinguisher showing when all hydrostatic tests have been performed.

How to perform monthly inspections. Check the following items:

1. Location is in designated place.
2. No obstructions to access or visibility. Insure that the cabinet door, if any, opens easily.
3. Operating instructions on nameplate legible and facing outward.
4. Verify the locking pin is intact and the tamper seal is not broken.
5. Fullness determined by weighing or "hefting".
6. Visually inspect the extinguisher for obvious physical damage, clogged nozzle, corrosion, rust, dents, leaks, chemical deposits or other signs of abuse/wear; and note any findings on the inspection report.
7. Pressure gauge reading or indicator in the operable range or position. The needle should be in the green zone.
8. If the extinguisher is damaged or needs recharging, remove it from service and note this on the inspection report.
9. Enter the date of inspection on the inspection tag affixed to the extinguisher.

Use the [Monthly Fire Extinguisher Inspection Report](#) form in Appendix M, section M8, for the monthly fire extinguisher inspection report.

L.4 Natural/Industrial/Environmental - Hazards and Risks [Back to Contents](#)

Tornado

Tornadoes are very violent and destructive storms; they have a funnel shape and sound like a roaring train when they approach. They are usually spawned by a thunderstorm, but can also be caused by a hurricane. Tornadoes are more localized and less easy to predict than other storms; there is often little warning of their approach. A **tornado watch** is issued when tornadoes and/or severe thunderstorms are likely to strike an area, while a **tornado warning** is issued when the funnel of the tornado has been sighted in the area. At that point, immediate shelter must be sought and there will be no time to secure collections.

Tornadoes generally occur between March and August, mostly during the afternoon or evening. It is important to remember that due to the violence of these storms and the short advance warning, human safety will likely be the highest priority. It is very important to know what to do and where to go if a warning is issued.

Preventive actions to reduce the risk of tornado damage –

- Conduct tornado drills each tornado season.
- Investigate methods of protecting your building against wind damage.
- Consider having unreinforced masonry strengthened.

Additional details on your institutions risk, and additional actions that should be taken:
Code Red: Move staff and Patrons to Program Room.

Flooding (Floodplain, River, Lake, and/or Stream)

Flooding is very common in the United States and can be caused by a variety of events. Flooding often develops over a number of days, as a result of prolonged heavy rain or melting snows that create high river, stream, or reservoir levels. In winter, ice jams in rivers can also contribute to flooding, stopping the rivers flow. Other factors that can make conditions worse are frozen ground (which cannot absorb as much water) and wet or saturated soil. Urban areas, and areas with many buildings and parking lots, may also be at risk of flooding, since there is less soil to absorb the water and storm drains may get overloaded. Flooding can be extremely dangerous; even shallow floodwaters can sweep away cars or people.

A floodplain is defined as a low-lying area near a stream or river that becomes flooded during heavy rains. The terms 500-year-flood and 100-year-flood are sometimes used. A 500-year-flood is so large and unusual that it would normally happen only every 500 years. However, it is more accurate to say that each year there is a one in 500 chance of a 500-year-flood occurring (e.g., if a 500-year-flood occurred, it would be possible for another to occur the next year).

Flash flooding is particularly dangerous, as it occurs very quickly with little warning. Flash flooding occurs most often from storms that produce large amounts of rain in a short time, but can also be caused by a river ice jam, or by a catastrophic event such as a dam failure or a tsunami following an earthquake. A flash flood can cause severe damage, destroying buildings and bridges, uprooting trees, etc.

There are a number of flood watches and warnings issued by forecasters. A **flood watch** is issued when water levels or other conditions indicate that flooding is possible in the given time period.

A **flood warning** is issued when a flood is occurring or is imminent. In the latter case, time and location is usually provided, and orders are given to evacuate vulnerable areas. A **flash flood watch** is issued when flash flooding is possible in the given time period. A **flash flood warning** is issued when flash flooding is occurring or is imminent.

Preventive actions to reduce the risk of damage from flooding –

- Consider constructing barriers, such as levees, to protect your building and property.
- Purchase flood insurance. Flood insurance is guaranteed through the National Flood Insurance.

Program (NFIP) <http://www.fema.gov/business/nfip/>, administered by the Federal Emergency Management Agency. Be aware that it normally takes 30 days after purchase for a flood insurance policy to go into effect, so purchasing insurance at the last minute is not possible.

- If flooding occurs frequently in your area, stockpile supplies for protecting your building, including plywood, plastic sheeting, lumber, nails, hammer, saw, pry bar, shovels, and sandbags.
- Be aware of the locations of nearby storm sewers and water mains.
- Install sewer backflow valves (this keeps flood waters from backing up in sewer drains).
- Identify any stored hazardous materials or other chemicals that could be flooded. Move or raise them.
- Consider making changes to your building to reduce potential damage from flooding. Remember that a licensed contractor must make any changes.

Potential changes

Include –

- Raising your electrical system components
- Adding a waterproof veneer to the exterior of your building
- Anchoring your fuel tank(s)
- Raising or flood proofing your HVAC equipment
- Providing openings in foundation walls that allow floodwaters in and out, thus avoiding collapse
- Building and installing flood shields for doors and other openings (have your building evaluated to ensure it can handle the forces)

APPENDIX L–PREVENTION AND PROTECTION

Put together a disaster kit (drinking water, canned/no-cook food, non-electric can opener, first aid kit, battery-powered radio with weather band and alert, flashlights and extra batteries). Check all items every six months and replace any expired items (e.g., water, food, batteries).

Additional details on your institutions risk, and additional actions that should be taken: Sample wording: “In the event that the collection would have to be removed due to impending water damage, The Friends of the Library will implement the emergency volunteer cascade call system. Volunteers will pack books, and manuscripts and remove them to our sister facility 8 miles away.”

Dam Failure

The failure of a dam is potentially the most serious of all flood threats; such failures can be catastrophic, producing a wall of water that destroys everything in its path. Most of the approximately 80,000 dams in the United States today are privately owned, with the remainder owned by state and local authorities, public utilities, and federal agencies. Dams have many benefits (they can provide water for drinking and irrigation, they generate hydroelectric power, and they can prevent or reduce flooding), but if they are poorly designed, neglected, or damaged, they can pose a serious risk to nearby communities.

Due to the nature of dam failure, there is usually little or no warning. If a dam failure occurs or is found to be imminent, a **flash flood warning** will be issued if time allows. Although dams throughout the country are owned by many different companies and agencies, the states have primary responsibility for protecting their populations from dam failure. There is a National Dam Safety Program <http://www.fema.gov/plan/prevent/damfailure/ndsp.shtm>, which encourages states to inspect dams, put remediation measures in place if needed, and put together Emergency Action Plans in case of disaster.

If your institution is at risk from flooding due to a nearby dam –

- Consult state officials to determine the schedule for inspections and repair.
- Determine whether an Emergency Action Plan has been prepared by the state to address potential dam failure.
- Purchase flood insurance. Flood insurance is guaranteed through the National Flood Insurance Program (NFIP) <http://www.fema.gov/business/nfip/>, administered by the Federal Emergency Management Agency. Be aware that since it normally takes 30 days after purchase for a flood insurance policy to go into effect, purchasing insurance at the last minute is not recommended.
- Install sewer backflow valves (this keeps flood waters from backing up in sewer drains).
- Identify any stored hazardous materials or other chemicals that could be flooded. Move or raise them.
- Consider making changes to your building to reduce potential damage from flooding. Remember that any such changes must be made by a licensed contractor. Potential changes include –

APPENDIX L–PREVENTION AND PROTECTION

- Raising your electrical system components
- Adding a waterproof veneer to the exterior of your building
- Anchoring your fuel tank(s)
- Raising or flood proofing your HVAC equipment
- Providing openings in foundation walls that allow floodwaters in and out, thus avoiding collapse
- Building and installing flood shields for doors and other openings (have your building evaluated to ensure it can handle the forces)
- Put together a disaster kit (drinking water, canned/no-cook food, non-electric can opener, first aid kit, battery-powered radio with weather band and alert, flashlights and extra batteries). Check all items every six months and replace any expired items (e.g., water, food, batteries).
- Make all staff members aware of evacuation routes
- Raise all collections at least 4 inches off the floor.

Additional details on your institutions risk, and additional actions that should be taken:

Coastal Flooding

Institutions located near the ocean are at risk of coastal flooding, which refers to the inundation of land near the coast by seawater, over and above the usual tides. Coastal flooding is usually generated by storms with strong winds that drive the seawater inland (this is known as a storm surge). Such storms are most often hurricanes, tropical storms, or nor'easters.

Forecasters issue a **coastal flood watch** when coastal flooding is possible within 12-36 hours. A **coastal flood warning** is issued when coastal flooding is occurring, is imminent, or is expected within the next 12 hours. A warning is sometimes issued 24 hours in advance when it is very likely that coastal flooding will occur or when a longer amount of time is needed for evacuation or other public response. Coastal flooding levels are categorized according to the amount the water rises above the normal tide level. **Minor flooding** does not do any significant damage to homes or buildings and causes only minor beach erosion. **Moderate flooding** can threaten lives and property, and may flood some roads and cause moderate beach erosion. **Major flooding** is a serious threat and will likely cause numerous flooded roads and major damage to homes and businesses, along with major beach erosion. Evacuation of people living or working near the coast is usually required.

If your institution is located near the coast –

- Consider constructing barriers, such as levees, to protect your building and property.
- Purchase flood insurance. Flood insurance is guaranteed through the National Flood Insurance Program (NFIP) <http://www.fema.gov/business/nfip/>, administered by the Federal Emergency Management Agency. Be aware that it normally takes 30 days after purchase for a flood insurance policy to go into effect, so purchasing insurance at the last minute is not possible.

APPENDIX L–PREVENTION AND PROTECTION

- If flooding occurs frequently in your area, stockpile supplies for protecting your building, including plywood, plastic sheeting, lumber, nails, hammer, saw, pry bar, shovels, and sandbags.
- Install sewer backflow valves (this keeps flood waters from backing up in sewer drains).
- Identify any stored hazardous materials or other chemicals that could be flooded. Move or raise them.
- Consider making changes to your building to reduce potential damage from flooding. Remember that any such changes must be made by a licensed contractor. Potential changes include –
 - raising your electrical system components
 - adding a waterproof veneer to the exterior of your building
 - anchoring your fuel tank(s)
 - raising or flood proofing your HVAC equipment
 - Provide openings in foundation walls that allow floodwaters in and out, thus avoiding collapse
 - Build and install flood shields for doors and other openings (have your building evaluated to ensure it can handle the forces)

Put together a disaster kit (drinking water, canned/no-cook food, non-electric can opener, first aid kit, battery-powered radio with weather band and alert, flashlights and extra batteries). Additional details on your institutions risk, and additional actions that should be taken:



Earthquake

An earthquake is a sudden, violent shaking of the Earth caused by the shifting of the Earth's crust. The outer layer of the earth's crust consists of a number of large plates that slowly move over, under, and past each other. Sometimes, however, some of the plates are locked together. Once enough energy accumulates, the plates suddenly break free, causing an earthquake at the point where the plates join.

The Richter Scale is used to measure the magnitude of earthquakes. This is a logarithmic scale, meaning that an earthquake measuring 5 on the Richter scale is ten times as large as an earthquake measuring 4). Any earthquake that measures 6 or more on the Richter scale is considered major; earthquakes with a magnitude of 8 or more on the Richter scale can do catastrophic damage. Minor earthquakes usually do not cause much damage, but larger earthquakes can cause extensive damage, including collapsed buildings and bridges, broken gas lines, and downed power and phone lines. In a worst-case scenario, an earthquake could trigger landslides, avalanches, flash floods, fires, and/or tsunamis. Buildings that are constructed on unconsolidated landfill, old waterways, or other unstable soil are most at risk. Trailers and manufactured homes not tied to a reinforced foundation anchored to the ground are also at risk. Earthquakes can occur at any time of the year.

Recommended procedures for prevention of earthquake damage are as follows –

APPENDIX L–PREVENTION AND PROTECTION

- Ensure that staff members are aware of evacuation routes (provide an alternate in case the primary route is blocked)
- Put together a disaster kit (drinking water, canned/no-cook food, non-electric can opener, first aid kit, battery-powered radio with weather band and alert, flashlights and extra batteries).
- Bolt bookshelves to wall studs and use solid back and end panels (these should be metal or inch plywood, but not particle board). Cross bracing can be used if solid panels are impossible. Use more than one cross brace on tall units, and weld or bolt the braces securely to the unit.
- Enclose document collections in boxes to prevent damage from falling. Rare and/or fragile books should be in boxes or wrappers, as should unbound serials.
- Consider some method of restraint to keep books from falling off shelves during an earthquake. A number of methods are available, including tilting shelves slightly from front to back, using bungee cords, or installing protective bars that extend from the upper shelves. Consult other libraries with experience in earthquake protection before making a decision.
- Bolt filing cabinets securely to the wall or to each other, and ensure that all drawers are latched to prevent the contents spilling out.
- Secure medium-sized items that might fall (telephones, lamps, computers, etc.), using Velcro like fastening sets available for this purpose (note that this is appropriate for items weighing 20-80 pounds). Small items can be anchored to shelves using soft dental wax.
- Large or very heavy equipment may require special straps, brackets, bracing, or tethering cables. Consider strapping the water heater to wall studs and bolting down any gas appliances.
- Install flexible pipe fittings, which are less likely to break, to avoid gas or water leaks.
- Install strong latches or bolts on cabinets so that content do not fall out.
- Store large, heavy, and/or fragile items on lower shelves.
- Store any chemicals or other hazardous materials in closed cabinets with latches, on bottom shelves.
- Hang heavy items, such as pictures and mirrors, away from anywhere people sit, since earthquakes can knock things off walls.
- Brace overhead light fixtures so they do not fall.
- Consider installing laminated safety glass if you have a large expanse of windows, or install protective film over existing windows to help prevent shattering of glass.
- Repair any deep cracks in ceilings or foundations, and consult an expert if you see signs of structural problems.
- Consider having your building evaluated by a professional structural design engineer, who can give advice on how to reduce earthquake damage to your building.

Additional details on your institutions risk, and additional actions that should be taken:

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APPENDIX L—PREVENTION AND PROTECTION

Hurricane

Hurricanes are slow moving, severe storms with high winds that originate in the Caribbean and the tropical Atlantic. Hurricane season lasts from June to November. Hurricanes are monitored by satellite and advisories are usually issued well in advance. A **hurricane watch** is issued when hurricane conditions pose a threat to an area within 24 hours. A **hurricane warning** is issued when hurricane conditions are expected within 24 hours; in this case, low-lying areas are usually evacuated.

Preventive actions to reduce the risk of hurricane damage –

- Put together a disaster kit in case staff members must remain in the building during the storm (flashlights, radio with weather band, batteries, food and water, first aid kit, etc.). Check all items every six months and replace any expired items (e.g., water, food, batteries).
- Prepare protective shutters for windows so that they can be installed quickly if necessary. It is also possible to board up windows using exterior plywood: measure the windows and pre-cut and pre-drill the sheets of exterior plywood so that they can be put up quickly.
- Consider protecting your building against wind damage from a hurricane with truss bracing (if your building has a gable roof) and/or by installing hurricane straps, which help hold your roof to the walls.
- Keep the property around your building clear of dead or rotting trees and branches that could fall during a hurricane.

Additional details on your institutions risk, and additional actions that should be taken:

Wildfire/Forest Fire

Institutions that are located in a rural wild land or forest area face a significant risk from wildfires. There are several different types of wildfires: a surface fire burns slowly along the floor of a forest and is the most common type; a ground fire, which burns on or below the forest floor, is usually caused by lightning; and a crown fire quickly jumps along the tops of trees. Wildfires usually spread dense smoke throughout a large area. If a fire is followed by heavy rain, landslides, mudslides, and/or floods may occur if the ground cover that held the soil in place on hillsides has been burned away. The primary causes of wildfires are human negligence (e.g., smoking or improperly extinguishing a campfire) and lightning.

Wildfires present a number of specific problems for cultural institutions. It is possible that adjacent properties may pose a danger to your building and collections, if the property owners do not take steps to prevent the spread of fire. A rural location means that you may be far from fire stations and perhaps water supplies. In addition, wildfire firefighters are trained to protect natural resources, not buildings and collections.

Preventive measures to avoid wildfire damage –

- Create a safety zone around your building. At least a 30 to 50 feet safety zone is recommended, with 100 feet recommended near pines. In the safety zone, keep

vegetation to a minimum, thus reducing the fuel for a fire. Specific actions to take include –

- Remove all dead trees and other vegetation.
- Keep shrubs and other landscaping at least 20 feet away from the building, and remove vines from the sides of the building.
- Cut the lawn frequently.
- Eliminate small trees and plants under trees that might allow ground fires to spread into the trees.
- Shrubbery plantings should have at least 15 feet between them.
- Use stone or gravel around buildings, rather than flammable mulch.
- Ensure that trees are spaced at least 30 feet apart and remove all tree limbs within 15 feet of the ground.
- Replace highly flammable vegetation (e.g., pine, evergreen, fir trees) with high moisture plants with a low sap or resin content that grow close to the ground. Your local agricultural extension agent, fire department, or garden store should be able to assist in choosing plants.
- Ensure that electrical lines don't come in contact with trees or shrubs.
- Store any flammable materials in approved safety containers at least 100 feet from the building.
- If the building has a chimney, have it cleaned regularly.
- Make sure the building itself is as fire-resistant as possible –
 - The roof should be fire resistant. Avoid wooden shakes and shingles; tile, slate, or metal roofs are best.
 - Enclose eaves and overhangs, as they can trap heat and ignite easily.
 - Cover all exterior vents with inch or smaller wire mesh, to keep embers from entering the building.
 - If you are constructing a building, keep in mind that brick, stone and concrete are much more fire resistant than wood.
 - If you have an existing wood building, consider using a commercial fire retardant chemical (this should be UL-approved), but be aware that this treatment is not permanent.
 - Consider installing tempered safety glass in windows and investing in fireproof shutters.
 - Ensure that your building meets all fire codes.
 - Ensure that in a fire your HVAC system will either shut down or reverse fans to expel smoke from the building
- Have emergency fire-fighting equipment and an alternative water source available. The water source might be a pond, cistern, or well. You should also have a gasoline-powered water pump to access the water source. Keep fire-fighting tools (e.g., fire rakes, shovels, ladders) on hand. You should also have outdoor faucets and hoses that can be used for fire fighting.
- Ensure that all staff members are familiar with evacuation plans.
- Put together a disaster kit (drinking water, canned/no-cook food, non-electric can opener, first aid kit, battery-powered radio with weather band and alert, flashlights and extra batteries).

APPENDIX L–PREVENTION AND PROTECTION

Additional details on your institutions risk, and additional actions that should be taken:

Thunderstorms/Lightning

Thunderstorms are a fairly common occurrence, but they can cause severe damage. They can involve heavy rain (which can in turn cause flash flooding), high winds, lightning, and hail. They can also cause tornadoes. Lightning is a serious danger whenever there is a thunderstorm. Lightning is very powerful; it can start fires, cause electrical failures, and seriously injure or even kill people. Hail (which can be as large as a softball) can also cause damage and injury, making it even more important to take cover.

Preventive actions to reduce the risk of thunderstorm/lightning damage –

- Be sure staff members know and take seriously the signs that a thunderstorm is imminent (threatening clouds, distant thunder and lightning).
- Keep a disaster kit stocked in case staff members are unable to leave the building for some time (flashlights, radio with weather band, batteries, food and water, first aid kit, etc.). Check all items every six months and replace any expired items (e.g., water, food, batteries).
- Ensure that staff members know how to turn off the electricity and water in case this becomes necessary.
- Check for hazards near your building, such as dead or rotting trees and branches that could fall during a severe thunderstorm.
- Consider installing lightning rods to carry the electrical charge of lightning bolts safely to the ground.

Additional details on your institutions risk, and additional actions that should be taken:

Severe Winter Storm

The term **winter storm** covers a variety of weather events. Winter storms often involve heavy snow, sleet or freezing rain. If very heavy snow is accompanied by high winds and extreme cold, the storm is termed a **blizzard**. When rain falls on surfaces with a temperature below freezing, an **ice storm** can occur.

A **winter weather advisory** is used when poor weather conditions are expected. A **winter storm watch** is issued when a storm is possible. A **winter storm warning** is issued when a storm is occurring or will occur shortly. A **frost/freezing warning** is issued when below freezing temperatures are expected. A **blizzard warning** is issued when heavy snow, near zero visibility, deep drifts, and severe wind chill are expected.

Preventive actions to reduce the risk of severe winter storm damage –

- Install storm windows in your building (or cover windows with plastic), insulate walls and attics, and caulk and weather-strip doors and windows.

- Winterize your building. Make sure gutters are clear, repair any roof leaks, and trim any tree branches that could fall on your building during a storm.
- Insulate pipes in your building and allow faucets to drip a little during cold weather to avoid freezing.
- Learn how to shut off the water in the building (in case a pipe bursts).
- Ensure that the roof of your building is able to sustain the weight of heavy snow accumulation.
- Put together a disaster kit in case staff members must remain in the building during the storm (drinking water, canned/no-cook food, non-electric can opener, first aid kit, battery-powered radio with weather band and alert, flashlights and extra batteries, blankets/cots/pillows). Check all items every six months and replace any expired items (e.g., water, food, batteries).

Additional details on your institutions risk, and additional actions that should be taken:

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Other Natural Hazards

Additional details on your institutions risk, and additional actions that should be taken:

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Water Main Break

Water main breaks can occur at any time, for various reasons. Since many underground water mains are very old and deteriorated, they often break unexpectedly. It is also possible for a water main to be broken accidentally by digging or construction in the area. The primary threat to institutions and collections is flooding, which can be significant, particularly if some time passes before workers can cap the water main.

Additional details on your institutions risk, and additional actions that should be taken:

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Power Outage

Power outages can occur in many different situations. Sometimes they are precipitated by a storm or natural disaster, in which case the power outage may be only part of the emergency. Sometimes, particularly in summer, a power outage occurs due to overuse of electricity resources. While a power outage alone rarely poses a direct threat to collections, it may cause damaging conditions (e.g., rise in temperature and/or humidity when the HVAC system shuts down), and it may pose a threat to staff and/or patrons.

Additional details on your institutions risk, and additional actions that should be taken:

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Gas Leak

Natural gas is a general term for a commonly used fuel used for heating, cooking, and heating water. It is primarily composed of methane, which is mixed with varying quantities of other gases. Natural gas can be dangerous if it leaks, as this can result in

explosion or fire, or poisoning through inhalation. Natural gas has no odor, color, or taste, so local gas companies adds a rotten egg smell to the gas to enable people to smell a leak.

If your institution or nearby buildings use natural gas, there is a possibility of leakage in the gas lines serving the area or in those inside your building. The causes of gas leaks vary. Common causes include accidental damage due to digging or construction in the area, and damage from natural disasters. Gas leaks pose a significant risk to your staff, building, and collections. While indoor gas leaks are the most dangerous because the gas is concentrated in a confined area, an outdoor gas leak is also dangerous.

Preventive activities include –

- Be aware of the location of nearby gas mains.
- Be aware of the signs of a leak in a gas pipeline (e.g., odor, a blowing or hissing sound, dirt or water being thrown or blown into the air, fire coming from the ground, brown patches in vegetation near a pipeline)
- Consider purchasing one or more natural gas detectors that will warn you of a gas leak within your building, particularly if you have staff members with a diminished sense of smell. These detectors vary in price, features, and ease of installation. How many you need depends on how many sources of gas there are in your building and how far apart they are.
- Maintain up-to-date contact information for the local gas company.

Additional details on your institutions risk, and additional actions that should be taken:

L.3 Building/Systems/Procedures - Hazards and Risks

Water Hazards

Paper-based collections are highly susceptible to damage from water. Mold growth is an additional danger if moist conditions are present. The best insurance against water damage is regular inspection of roof coverings and flashings, with repair and/or replacement as needed. Clean gutters and drains frequently and avoid storing collections underneath water or steam pipes, bathrooms, mechanical air-conditioning equipment, or other sources of water. Keep materials 4-6 inches off the floor on shelves or pallets to avoid flood damage. Also avoid storing collections in basements or other areas vulnerable to flooding. If storage in such areas is necessary, protecting collections with plastic sheeting, drains, trays to catch water, or other means – and install water-sensing alarms so that quick detection of flooding is assured. These must be monitored 24 hours a day to be effective; such alarms can usually be connected into the existing fire detection system. Staff should familiarize themselves with the location and operation of water mains and shut-off valves so they can shut-off the water supply during an emergency.

Appendix M

RECORD KEEPING FORMS

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The basic forms starting on the next page have been provided to assist you in documenting any incidents that may damage your building and/or collections. Use them as is, modify them for your circumstances, or devise others as needed. Consider keeping multiple photocopies of any forms that you anticipate using with your in-house disaster supplies since access to a photocopier may not be possible in an emergency.

M.1 Collection/Equipment Incident Report Form, page 1

This form should be used to keep a record of any incident that causes damage to collections or equipment. The second section of the form provides a salvage timeline form to keep track of salvage decisions.

Initial Report

Person Completing Form: _____

Today's Date: _____

Date of incident: _____

Time of incident: _____

Collection(s) and/or equipment involved (type and quantity):

Description of incident:

Damage to collections and or equipment:

Immediate action taken to minimize damage:

Collection Incident Report Form, page 2

Salvage Timeline

Salvage method (e.g., air dry, freeze, vacuum freeze dry, professional conservation)	Description of items	Quantity of items	Person who authorized salvage	Date begun	Date finished

Collection Incident Report Form, page 3

Collection Rehabilitation Timeline

Rehabilitation/disposition (e.g., discard, replace, microfilm, photocopy, clean, repair, rebind)	Description of items	Quantity of items	Person who authorized Decision(s)	Date begun	Date finished

M.2 Building Incident Report Form

Use this form to document any building problems, whether or not they caused collections damage. These forms should be maintained in a building log notebook, so that a history of building problems will be available.

Location:

Date: _____

Person reporting problem: _____

Description of problem:

Description of action taken:

If collections were damaged, describe briefly (and fill out an Incident Report Form):

M.3 Packing and Inventory Form

(Adapted from Packout Form, in Disaster Preparedness Workbook for U.S. Navy Libraries and Archives, by Lisa Fox. Newport, RI: U.S. Naval War College Library, 1998, rev. 2000.)

Box Number	Original storage location (e.g., 2nd floor)	Contents (e.g., call numbers, record series)	Format of material (e.g., books, photographs)	Quantity of material (e.g., number of volumes ,items, folders)	Damage (e.g., wet, damp, mold, smoke)	Salvage priority (e.g., number 1, 2, ...)	Destination (e.g., air dry, freezer, vacuum freeze drying)

M.4 Volunteer Sign-In/Sign-Out Form

(Adapted from Packout Form, in Disaster Preparedness Workbook for U.S. Navy Libraries and Archives, by Lisa Fox. Newport, RI: U.S. Naval War College Library, 1998, rev. 2000.)

Name, address, and phone number	Time In	Time Out	Work performed	Date

M.5 Environmental Monitoring Form

(Use one form for each room/area that needs to be monitored. Readings should be taken at least every four hours.)

Temperature	Relative Humidity	Time	Person taking reading	Equipment used

M.6 Donors Form

(Use this form to keep track of supplies or other materials donated for the recovery effort.)

Date: _____

Donor (name, address, and phone:

Supplies or other materials donated:

M.7 Emergency Lighting Test Log ([Back to Emergency Lighting Maintenance](#))

Emergency Lighting Test Log

A functional test shall be conducted on every required emergency lighting system at 30-day intervals for not less than 30 seconds. An Annual test shall be conducted on every required battery-powered emergency lighting system (includes battery-operated exit signs) for not less than 1½ hours. Equipment must be fully operational for the duration of the test. (Attach floor plan to indicate location of battery-powered emergency lights).

Annual Test Date:	Individual Conducting Test:	Emergency lighting system tested for 1½ hours and operating properly.*
_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No

Monthly Test Date:	Individual Conducting Test:	Emergency lighting system tested for 30 seconds and operating properly.*
_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No
_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No
_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No
_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No
_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No
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_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No
_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No
_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No
_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No
_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No

*Remarks: Explain any equipment system failures and corrective action that was taken:

How to perform monthly inspections. Check the following items:

1. Location is in designated place.
2. No obstructions to access or visibility. Insure that the cabinet door, if any, opens easily.
3. Operating instructions on nameplate legible and facing outward.
4. Verify the locking pin is intact and the tamper seal is not broken.
5. Fullness determined by weighing or "hefting".
6. Visually inspect the extinguisher for obvious physical damage, clogged nozzle, corrosion, rust, dents, leaks, chemical deposits or other signs of abuse/wear; and note any findings on the inspection report.
7. Pressure gauge reading or indicator in the operable range or position. The needle should be in the green zone.
8. If the extinguisher is damaged or needs recharging, remove it from service and note this on the inspection report.
9. Enter the date of inspection on the inspection tag affixed to the extinguisher.

Appendix N

REHABILITATION METHODS

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(The following is adapted from Fox, Lisa, *Disaster Preparedness Workbook for U.S. Navy Libraries and Archives*, and Wellheiser, Joanna and Jude Scott, *An Ounce of Prevention: Integrated Disaster Planning for Archives, Libraries, and Records Centres*. See bibliography for full citations.)

Rehabilitation of collections is the process of returning collections to a usable state once they have been salvaged. Once wet collections have been dried, they are not simply ready to put back on the shelf. Depending on the nature and extent of the disaster, the rehabilitation process may be relatively quick and easy, or it may take a great deal of time and money. If there is a great deal to be done, it may be necessary to hire and/or train additional personnel to handle the work. Unfortunately there is no quick or easy way to make rehabilitation decisions; all damaged items must be examined and sorted, and categorized according to their needs.

Options for rehabilitation of water-damaged collections include –

- Cleaning Some materials may have been rinsed before being allowed to dry. If dry paper-based collections still have mud or other debris, they can be cleaned by brushing or vacuuming. However, any works of art or other valuable materials need to be cleaned by a conservator. If materials have sewage contamination, they should be discarded or cleaned by a professional.
- Repair and rebinding If trained staff is available, it may be possible to do minor repairs to books and paper documents in-house. If there are a large number of books requiring rebinding, they should be sent to a commercial binder.
- Professional conservation treatment Treatment by a conservator is usually reserved for materials of significant value, due to the high cost of treating individual items. Treatment might include cleaning, removal of stains, rebinding, etc.
- Rehousing/relabeling Water-damaged boxes, folders, envelopes, sleeves, etc. will need to be replaced. Be sure to copy all identification information to the new enclosures. It may also be necessary to replace labels, card pockets, book plates, security tags, and other items.
- Data verification Tapes and disks that have been dried onsite or sent out to a commercial company for recovery need to be checked to verify that the data is readable.

Options for rehabilitation of fire-damaged materials include –

- Cleaning Dry-cleaning can be used to remove smoke and soot deposits. Vacuuming, cleaning with dry-chemical sponges, or dry-cleaning powder and erasers are common methods. Wet cleaning should not be used.
- Odor removal For collections with a residual smoke odor, there are professional companies that specialize in deodorization. Treatment in an ozone chamber will reduce the odor, but ozone is a powerful oxidizing agent that accelerates the aging of paper, so it should not be used on archival or other intrinsically valuable materials. Another possibility is to use storage boxes that incorporate zeolites; these have been shown to be effective in odor reduction. Placing collections in an enclosed container with baking soda, activated charcoal, or kitty litter may also help (these materials should not come into direct contact with the collections, however).
- Recovery of information in charred items In rare cases of collections that are badly charred but very important, it may be possible for a forensic science laboratory to retrieve information from the materials. This treatment is very expensive and would only be justified for unusually valuable items.
- Repair and rebinding As with water-damaged collections, charred items can be repaired and rebound. Charred edges would be trimmed and the volumes rebound, as long as the pages are not too brittle.
- Professional conservation treatment As with water-damaged collections, treatment by a conservator is usually reserved for materials of significant value, due to the high cost of treating individual items.
- Rehousing/relabeling Boxes, folders, and other enclosures that have suffered fire damage will need to be replaced. In addition, items that have suffered fire damage may be very brittle and may need special enclosures to protect them from future damage.

Also remember that additional activities will be required before collections can be returned to the shelves. Catalog records and finding aids will need to be updated to reflect any withdrawals, replacements, or other changes. Furnishings and shelving will need to be cleaned, repaired, and/or replaced. Finally, the collections themselves will need to be reshelfed or refilled.

In some cases, rehabilitation of the collections may not be possible due to excessive damage, or rehabilitation may be more expensive than other options such as replacement. Thus, in making rehabilitation decisions, there are several alternatives that must be considered. It may be possible to discard some damaged materials, if they are non-essential or easily replaced. There are several options for replacement: photocopying, microfilming, purchase of a replacement copy, or purchase of a reprint or other edition.

It is difficult to plan ahead for specific rehabilitation activities, since it is impossible to know the extent or nature of the disaster in advance. When the time comes to plan for rehabilitation, these general planning issues will need to be considered –

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- What specific steps are needed for each rehabilitation activity?
- Who will carry them out?
- Who will supervise the work?
- Where will the work be done?
- Will temporary storage space be needed?
- What kind of work flow makes sense?
- Who will have authority to discard badly damaged items?
- What funds will be available? From the operating budget? From insurance?
- How should rehabilitation priorities be set to allow quick resumption of essential services?
- How much of the work can be done by staff and how much needs to be contracted out?

Appendix O

SALVAGE METHODS

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*[This appendix provides a great deal of information about recovery, but salvaging must be done judiciously. If circulating materials become wet, smoke-damaged, fire-damaged, or moldy, a library should give strong consideration to writing them off as a total loss and seek to replace them with insurance funds. Salvaging is an expensive undertaking, and the damage the materials originally suffered will still be evident to library patrons, who may be discouraged from the using them. **A library should give strong consideration to salvaging only important and irreplaceable documents, such as rare books, local histories and genealogical items.**]*

O.1 GENERAL SALVAGE PROCEDURES This section provides general background information on salvage techniques for water, mold, and fire-damaged collections.

O.1.1 Freezing

If wet materials cannot be dried within 48-72 hours, they should be frozen because they are at risk of developing mold, particularly if there is high humidity. Freezing wet materials also stabilizes them, keeping water damage from worsening. Water causes a variety of damage to paper-based collections: book bindings and pages swell and distort, pages and documents cockle, water-soluble inks can bleed, and coated papers begin to adhere to each other as soon as the volumes begin to dry. However, once wet collections are frozen, no additional damage occurs. Thus, if freezing occurs quickly there is less physical damage and more chance that the materials can be salvaged rather than replaced.

It is difficult to transfer wet collections directly to a salvage company for freezing quickly enough to prevent mold and minimize water damage, since there are only a few of these companies nationwide. In addition, institutions often require time to make decisions about what should be done and allocate funding for salvage. Thus, it is usually best to freeze collections locally, even if they will ultimately be sent to a salvage company to be vacuum freeze dried. A commercial blast freezer will provide the best results; materials should be frozen at -10 degrees Fahrenheit or lower.

Be aware, however, that not all paper-based materials can be frozen. In general, bound volumes and paper records can be frozen. If necessary, most photographic materials can be frozen, although it is better to dry them immediately. Cased photographs (such as daguerreotypes, ambrotypes, tintypes) should **never** be frozen. If there is no local freezer facility available (due to a widespread disaster or other reason), a refrigerated truck may be needed to transport materials to the nearest freezer facility. A refrigerated truck will not freeze the collections, but it may keep them cool enough to avoid mold growth. See [Appendix E: External Suppliers and Services](#) for a source of refrigerated

trucks. For more information about freezing, see section [O.2 Additional Resources for Salvage of Specific Media](#).

O.1.2 Drying Operations [Back to Contents](#)

There are several options for drying wet collections. The method chosen will depend on the extent of the damage to collections and to the building, the amount of material involved, the rarity/ scarcity of the damaged material, the number of staff or others available to provide assistance, and the funding available for salvage. If you choose to contract out for drying services, it is important to put a contract in place with the vendor. A sample contract is provided in [Appendix C: Disaster Recovery Contract](#).

A general summary of the drying options is provided here to assist your institution in making decisions. Remember that no drying method will undo the damage that has already been done, however. The materials will not look better after drying than they looked before drying began. However, some drying methods can minimize or prevent additional damage, and in general, the quicker collections can be dried (or frozen, as described above) the less damage there will be.

Air-Drying

Air-drying is best used for small numbers of damp or slightly wet books or documents. It is less successful for large numbers of items or for items that are very wet. It requires no special equipment and can be done on site using staff or volunteers, but it is very labor-intensive, requires a lot of space, and often results in bindings and paper that are very distorted. It is seldom successful for drying bound volumes with coated paper. There will also likely be additional costs for rehabilitating collections, such as rebinding, flattening of single sheets, and additional shelf space to store volumes that remain distorted after drying. It is important to always contact a conservator or other preservation professional about drying unique or rare materials; they will sometimes choose to air-dry the item(s) using special techniques, or they will suggest another drying option. In general, air-drying must be done in a clean, dry environment where the temperature and humidity are as low as possible. At a minimum, temperature must be below 70 degrees Fahrenheit and humidity must be below 50%. The air should be kept moving at all times to accelerate the drying process and discourage mold growth, but care must be taken not to blow away loose documents.

Single documents can be laid out on tables, floors, and other flat surfaces, protected if necessary by paper towels or clean, unprinted newsprint. Bound volumes can be dried on tables covered with plastic or unprinted newsprint. The volume should be interleaved about every fifty pages with paper towels or unprinted newsprint, and then stood on its head, fanned open, and placed on several sheets of absorbent paper. If the edges are only slightly wet, interleaving is not required. When volumes are dry, but still cool to the touch, they should be closed, laid flat on a table or other horizontal surface, gently formed into their normal shape, and held in place with a lightweight. **Do not** stack drying books on top of each other, and check frequently for mold growth, particularly along the gutter margin.

The above instructions provide only very general guidance; additional instructions will be needed if air-drying is to be undertaken. There are a number of resources that provide detailed directions for air-drying wet materials. See Appendix O, [section O.2: Additional Resources for Salvage of Specific Media](#).

Potential locations for air-drying wet collections are –

Within the building/institution –

Off-site –

Freezer-Drying [Back to Contents](#)

Books and records that are only damp or moderately wet may be dried successfully in a self-defrosting blast freezer if left there long enough. Materials should be placed in the freezer as soon as possible after becoming wet. Books will dry best if their bindings are supported firmly to inhibit initial swelling. The equipment should have the capacity to freeze very quickly, and temperatures must be below 10 degrees Fahrenheit to reduce distortion and to facilitate drying. Expect this method to take from several weeks to several months, depending upon the temperature of the freezer and the extent of the water damage. Caution is advised when using this method for coated paper, as leaves of coated paper may stick to each other.

Vacuum Freeze-Drying

This process calls for very sophisticated equipment and is especially suitable for large numbers of very wet books and records as well as for coated paper. Books and records must be frozen, then placed in a vacuum chamber. The vacuum is pulled, a source of heat introduced, and the collections, dried at temperatures below 32 degrees Fahrenheit, remain frozen. The physical process known as sublimation takes place; that is, ice crystals vaporize without melting. This means that there is no additional swelling or distortion beyond that incurred before the materials were placed in the chamber.

Many coated papers can be difficult to dry without sticking together once they are wet. Because it is nearly impossible to determine which papers will block, all coated papers should be treated the same way for the purpose of vacuum freeze-drying: before any drying takes place, and ideally within six hours of becoming wet, materials should be frozen at -10 degrees Fahrenheit or lower. Then they may be vacuum freeze-dried with a high potential for success. Rare and unique materials can be dried successfully by vacuum freeze-drying, but leathers and vellums may not survive. Photographs should not be dried this way unless no other possibility exists. Consult a photograph conservator.

Although this method may initially appear to be more expensive because of the equipment required, the results are often so satisfactory that additional funds for rebinding are not necessary, and mud, dirt, and/or soot is lifted to the surface, making cleaning less time-consuming. If only a few books are dried, vacuum freeze-drying can indeed be expensive. However, companies that offer this service are often willing to dry one client's small group of books with another client's larger group, thus reducing the

per-book cost and making the process affordable. See [Appendix E: External Suppliers and Services](#) for vacuum freeze-drying service providers.

Vacuum Thermal Drying

Books and records that are slightly to extensively wet may be dried in a vacuum thermal drying chamber into which they are placed either wet or frozen. The vacuum is drawn, and heat is introduced. Drying typically occurs at temperatures above 100 degrees Fahrenheit, but always above 32 degrees Fahrenheit. This means that the materials stay wet while they dry. It is an acceptable manner of drying wet records, but often produces extreme distortion in books, and almost always causes blocking (adhesion) of coated paper. For large quantities of materials, it is easier than air-drying and almost always more cost-effective. However, extensive rebinding or re-casing of books should be expected. Given the elevated temperature used in drying, it is most appropriate for materials with short-term (under 100 years) value.

On-Site Dehumidification

This is the newest method to gain credibility in the library and archival world, although it has been used for many years to dry out buildings and the holds of ships. Large commercial dehumidifiers are brought into the facility with all collections, equipment, and furnishings left in place. Temperature and humidity can be carefully controlled to specifications. Additional testing is being undertaken, but the technique is certainly successful for damp or moderately wet books, even those with coated paper, as long as the process is initiated before swelling and adhesion have taken place. The number of items that can be treated with dehumidification is limited only by the amount of equipment available and the expertise of the equipment operators. This method has the advantage of leaving the materials in place on the shelves and in storage boxes, eliminating the costly, time-consuming step of moving them to a freezer or vacuum chamber. See [Appendix E: External Suppliers and Services](#) for on-site dehumidification service providers.

O.1.3 Packing [Back to Contents](#)

Whether collections are to be moved to another location for immediate air-drying or transported to a local freezer or commercial drying facility, the materials will need to be properly packed and the location/transport of all items will need to be documented. The order for packing collections will depend on the extent of the damage and the institutions salvage priorities. If collections will be frozen and vacuum-freeze dried, it is usually best to begin with the wettest materials first so that they can be frozen quickly. If only air-drying will be possible, however, it is better to begin with the collections that are the least damaged and most easily salvaged. If sufficient staffing is available, one or more packing crews should be put together. This will be the responsibility of the Collections Recovery Specialist and the Work Crew Coordinator. See the [Disaster Response Team](#) for names and backups for these two positions. The packing crew would consist of a crew leader, box assembler, retriever of collections, wrapper, packer, sealer, record-keeper, and transporter. Book trucks, handcarts, or dollies can be used to move packed materials within the building. See [Appendix I: In-House Supplies](#) and [Appendix E: External Suppliers and Services for resources](#).

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Materials can be placed in cardboard boxes, milk crates, Rescubes, or other containers as appropriate. If cardboard boxes are used they should be no larger than 1.5 cubic feet, they should be lined with heavy-duty trash bags to prevent them from becoming wet, and they should never be stacked more than four boxes high. For more information about packing, see section [O.2 Additional Resources for Salvage of Specific Media](#).

If materials are muddy, sandy, or otherwise dirty, it may be necessary to rinse them before packing (assuming enough time and personnel are available). If materials have been damaged by salt water it is especially important to rinse them. Collections with soluble inks (watercolors, many manuscripts), animal skins (leather, vellum, or parchment), or works of art paper should not be rinsed, since rinsing may cause further damage. The area to be used for rinsing must have running water and good drainage. Personnel should be provided with rubber boots and waterproof clothing; see [Appendix E: External Suppliers and Services](#) for resources. If deposits of dirt are light, individual folders or volumes can be rinsed with a garden hose with a spray nozzle, keeping the item tightly closed to avoid transferring dirt between the pages. If deposits are heavy, a series of 3-8 large plastic garbage cans should be set up with a garden hose running into each can and the nozzle resting at the bottom. The water should be turned on to provide a slow but continuous flow into each can. Each item should be taken to the first can, held tightly closed, and immersed, and then to subsequent cans. The last station should have a hose with a spray nozzle for a final rinse. Excess water should then be squeezed from the volumes or folders.

Do not try to remove mud or stubborn stains; this slows down the rinsing process and may further damage the materials. Note that the same rinsing procedure can be used for photographic materials and computer media, except that shallow dishpans or photo processing trays may be used instead of garbage cans.

O.1.4 Documentation [Back to Contents](#)

It is essential to document where collections were moved and what was done with them. This documentation allows the institution to keep track of which collections were damaged and where they have been taken. It will also be needed for insurance purposes. Both written and photographic documentation should be maintained. Forms that will assist in documentation are provided in [Appendix M: Record-Keeping Forms](#). These include the Packing and Inventory forms and the Incident Report Form (which should be used to document salvage decisions and who authorized them). In general, all boxes or other containers must be labeled on all four sides. The contents should be described as appropriate (e.g., by shelf range, call number, cabinet, drawer, record group, series). It is also helpful to indicate the quantity of material, the type of damage, the priority ranking of the material, and the destination of the container (e.g., freezer, air-drying). Alternatively, each container can be given a brief designation (e.g., floor/section and box number) and the Packing and Inventory forms can be used to record the detailed information described above.

O.1.5 Fire Damage [Back to Contents](#)

Collections that have been involved in a fire often also suffer water damage, which has been addressed above. Problems that result specifically from fire include charring (either completely or just around the edges), smoke or soot deposits, and smoke odor. If collections have been charred but are still readable, they can be microfilmed or photocopied if they are of value, but great care must be exercised because the paper may be extremely brittle. Bound volumes that have been smoke-damaged or charred only around the edges can be sent to a library binder for trimming and rebinding. General materials with smoke or soot deposits on the edges can also be sent to a library binder for trimming, or they can be cleaned in-house using natural latex sponges to remove the deposits. Any rare, archival, or special collections materials should not be cleaned this way, however; a conservator should evaluate them.

For collections with a residual smoke odor, there are professional companies that specialize in deodorization. Treatment in an ozone chamber will reduce the odor, but ozone is a powerful oxidizing agent that accelerates the aging of paper, so it should not be used on archival or other intrinsically valuable materials. Another possibility is to use storage boxes that incorporate zeolites; these have been shown to be effective in odor reduction.

O.1.6 Evaluation of Salvage Efforts

Once salvage has been completed, ensure that a Collection Incident Report Form (see [Appendix M: Record Keeping Forms](#)) has been filled out completely, documenting all decisions that were made during the recovery. It is also a good idea to evaluate how successful the salvage efforts were and whether any changes need to be made to the disaster plan.

O.2 ADDITIONAL RESOURCES FOR SALVAGE OF SPECIFIC MEDIA

Albright, Gary, Emergency Salvage of Wet Photographs, in Preservation of Library and Archival Materials: A Manual, edited by Sherelyn Ogden. Andover, MA: Northeast Document Conservation Center, 1999. Available online at <http://www.nedcc.org/plam3/leaf37.htm>.

Buchanan, Sally, Emergency Salvage of Wet Books and Records, in Preservation of Library and Archival Materials: A Manual, edited by Sherelyn Ogden. Andover, MA: Northeast Document Conservation Center, 1999. Available online at http://www.nedcc.org/resources/leaflets/3Emergency_Management/06SalvageWetBooks.php.

Conservation Center for Art and Historic Artifacts. *Managing a Mold Invasion: Guidelines for Disaster Response*. Technical Series No. 1. Philadelphia: Conservation Center for Art and Historic Artifacts, 1996. Available at <http://www.ccaha.org>.

Conservation Center for Art and Historic Artifacts. *Disaster Recovery: Salvaging Photograph Collections*. Philadelphia: Conservation Center for Art and Historic Artifacts, 1998 Available at <http://www.ccaha.org>.

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Conservation Center for Art and Historic Artifacts. *Disaster Recovery: Salvaging Art on Paper*. Philadelphia: Conservation Center for Art and Historic Artifacts, 2000. Available at <http://www.ccaha.org>.

Conservation Center for Art and Historic Artifacts. *Disaster Recovery: Salvaging Books*. Philadelphia: Conservation Center for Art and Historic Artifacts, 2002. Available at <http://www.ccaha.org>.

Balloffet, Nelly. *Emergency Planning and Recovery Techniques*. Elmsford, NY: Lower Hudson Conference, 1999. Available at <http://www.lowerhudsonconference.org>. See *Section 4: Recovery for information on salvaging books, documents, maps, art on paper, parchment, leather, film, computers, magnetic tape, paintings, textiles, wooden objects, and furniture*.

Interactive Emergency Response and Salvage Wheel, available at <http://www.heritagepreservation.org/catalog/Wheel1.htm>. *The Emergency Response and Salvage Wheel is a sliding chart designed for archives, libraries, and museums. It is also a useful tool for home or business and is available in English and Spanish versions. The Wheel was produced by the Heritage Emergency National Task Force, a public-private partnership sponsored by FEMA and Heritage Preservation* <http://www.heritagepreservation.org>. For further information or to order the Wheel, call toll-free 1-888-979-2233.

Minnesota Historical Society Emergency Response web site, at <http://www.mnhs.org/preserve/conservation/emergency.html>.

Detailed salvage instruction sheets are provided for the following types of objects:

Archaeological artifacts
Books: Cloth or Paper Covers
Books: Leather or Vellum Covers
Disaster Salvage Tip Sheet
Inorganics: Ceramics, Glass, Metals, Stone
Leather and Rawhide
Magnetic Media: Computer Diskettes
Magnetic Media: Reel-to-Reel Tapes
Microfiche
Microfilm and Motion Picture Film
Organics: Bone, Hair, Horn, Ivory, Shell
Paintings on Canvas
Paper: Coated
Paper: Framed or Matted, Preparation for Drying
Paper: Uncoated
Photographs and Transparencies

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Record Albums
Scrapbooks
Textiles and Clothing
Textiles: Costume Accessories
Vellum and Parchment: Bindings and Documents
Wood

National Park Service Conservograms. Available at
<http://www.nps.gov/history/museum/publications/conservoogram/conserv.html>

Patkus, Beth Lindblom, Emergency Salvage of Moldy Books and Paper, in Preservation of Library and Archival Materials: A Manual, edited by Sherelyn Ogden. Andover, MA: Northeast Document Conservation Center, 1999. Available at
http://www.nedcc.org/resources/leaflets/3Emergency_Management/08SalvageMoldyBooks.php.

Walsh, Betty, Salvage Operations for Water-Damaged Archival Collections: A Second Glance, in *WAAC Newsletter* Vol. 19 No. 2 (May 1997).
Available at <http://palimpsest.stanford.edu/waac/wn/wn19/wn19-2/wn19-206.html>.

Walsh, Betty, Salvage at a Glance, in *WAAC Newsletter* Vol. 19 No. 2 (May 1997).
Available at
<http://palimpsest.stanford.edu/waac/wn/wn19/wn19-2/wn19-207.html>.

Waters, Peter, Procedures for Salvage of Water-Damaged Library Materials. Extracts from unpublished revised text, July 1993, the Library of Congress. Available at
<http://palimpsest.stanford.edu/bytopic/disasters/primer/waters.html>.

Appendix P

SALVAGE PRIORITIES

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[Salvaging must be done judiciously. If circulating materials become wet, smoke-damaged, fire-damaged, or moldy, a library should give strong consideration to writing them off as a total loss and seek to replace them with insurance funds. Salvaging is an expensive undertaking, and the damage the materials originally suffered will still be evident to library patrons, who may be discouraged from the using them. **A library should give strong consideration to salvaging only important and irreplaceable documents, such as rare books, local histories and genealogical items.**]

Before listing salvage priorities, review the section below, [Salvaging Collections](#).

P.1 Salvage Priorities - Institutional Records

Administrative Records

List administrative records in order of priority for salvage (priority numbers are automatically entered in far left column). Include financial records, personnel records, acquisition and cataloging tools, etc. Consult the [Data Backup Procedures Form](#) to identify any vital administrative records in electronic form that *do not* have off-site backups; these should be included here.

Priority	Name of record group	Location of records
1.		
2.		
3.		
4.		

To add additional rows, position cursor at end of bottom row and press Enter.

Bibliographic Records

List bibliographic records of the collections in order of priority for salvage (priority numbers are automatically entered in far left column). Include shelf lists, card catalogs, electronic databases, etc. Consult the [Data Backup Procedures Form](#) to identify any bibliographic records in electronic form that *do not* have off-site backups; these should be included here. If you hold collections that have not been cataloged or organized, create basic listings of such materials as soon as possible, and include those listings here.

Priority	Name of record group	Location of records
1.		
2.		
3.		
4.		

To add additional rows, position cursor at end of bottom row and press Enter.

P.2 Salvage Priorities – Collection and Equipment by Department

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Salvage Priorities by Department or Area (to add rows for additional collection/equipment, position cursor at end of bottom row for a department and press Enter)

Department name:		
Priority	Collection/Equipment	Location of collection/equipment
1.		
2.		

Department name:		
Priority	Collection/Equipment	Location of collection/equipment
1.		
2.		

To add another department copy this template and enter below previous department (you may have to re-set the template priority number to 1):

Department name:		
Priority	Collection/Equipment	Location of collection/equipment
1.		

Having set priorities for salvage of institutional records and collections, you now need to use these lists from P.1 and P.2 to set *overall salvage priorities* for the institution. Essentially, the following list, P.3, should specify the most important materials (e.g., collections, office files, electronic data that is not backed up) to salvage in case of a disaster.

P.3 Overall Institutional Salvage Priorities [Back to Contents](#)

Priority	Department	Records/Collection/Equipment	Location
1.			
2.			

To add additional rows, position cursor at end of bottom row and press Enter.

Salvaging Collections Go back to top of [Appendix P–Salvage Priorities](#)

Setting priorities for salvaging collections is one of the most difficult but also one of the most important aspects of disaster planning. If an emergency occurs, there may be very little time to save collections. You will not want to waste valuable time deciding (or arguing about) what to save! A listing of priority collections will allow your institution to concentrate on the most important materials that are accessible for salvage.

As a first step, a salvage priority committee should be appointed by the director. The committee should include representatives of each department and/or area, as well as any other interested parties. Although working by committee can be challenging, it is important to consider various points of view when making decisions about overall priorities. Department heads or collection specialists should set priorities by department or by sections of the collection, with input from others within the department or area. Since it is most likely that an emergency will affect only a portion of the collections, these priorities are important in themselves. However, they will also serve as a basis for setting overall collection salvage priorities for the institution, which will be done by the salvage priority committee.

You should limit the list to a manageable number of items. This list should be shared with Fire Department personnel, so that they are familiar with the location of these materials.

If your institution has an up-to-date collection development policy or retention/disposition schedules (in the case of archivists and records managers), these policies should be of some assistance in determining which collections are most important. As a general rule, do not try to set salvage priorities on an item-by-item basis. While there may be the occasional object of value that deserves to be considered on its own, it is much more practical to designate groups of items for salvage.

Following are some issues to consider when assigning salvage priorities:

- **Use** - Consider which materials within your collections are the most used by your patrons; these are often those that support the primary mission of the institution. Use must of course be weighed against other factors such as the availability of replacements, discussed below.
- **Uniqueness** - Materials in special collections (e.g., rare books, local history material, archival material, artwork) are often unique and irreplaceable, and thus will likely merit a high salvage priority.
- **Legal responsibility for retaining the records** - Archivists, town clerks, and records managers may be governed by retention and disposition schedules that establish how long records must be retained. Records designated as permanent will need to be a high priority.
- **Availability of replacements** - Even in a general circulating collection, many books may already be out of print. Consider whether newer editions are available, and whether or not a newer edition would be acceptable. It may be possible to buy copies of some materials in another format. For example, many periodicals and newspapers can be purchased on microfilm. If the institution holds positive copies of original microfilm, there may be a master negative stored off-site from which a new copy could be made. Also consider what materials could be accessed at other libraries or through interlibrary loan if they were not replaced. For unique materials, consider whether backup copies are available (such as microfilm of archival documents and manuscripts) and whether such

APPENDIX P—SALVAGE PRIORITIES

copies would provide an acceptable alternative to the originals, allowing you to give the originals a lower priority for salvage.

- **Cost of replacement vs. cost of salvage** - This is an important consideration, as the cost of replacement can be higher than the cost of salvage. Remember that replacement is not just a matter of paying the purchase price; you must also include the costs of ordering, shipping, cataloging, shelf preparation, etc. You obviously cannot know the costs of salvage ahead of time, but if you have a good idea of replacement availability and costs for various portions of your collection you will be better equipped to determine which is the best option when the time comes.
- **Monetary value** - Since most institutions do not anticipate selling collections, monetary value alone should not guarantee a high salvage priority. It may, however, be combined with other factors such as scholarly or artifactual value (see below).
- **Scholarly value** - When assigning salvage priorities, it is important to identify those materials that are truly of value for scholarly research. For example, local history collections that have been gradually accumulated over the years often include a rare book collection that contains many items that are old but not especially rare. It may be necessary to have a scholar or rare book dealer examine the collection to identify rare items. For general circulating or research collections, consider whether certain subjects or areas of the collection are particularly strong or comprehensive, and thus may deserve a higher priority.
- **Artifactual or associational value** - Some materials in special or local history collections may be valuable to the institution because they are associated with a particular person or event, or because they have value as objects and could not be replaced with copies. These may or may not be materials that have any particular scholarly or monetary value.
- **Formats that are particularly vulnerable to damage** - Certain formats (e.g., original microfilm, photographs, videos, CDs, CD-ROMs, LPs) may merit a high salvage priority because they are particularly vulnerable to damage. Salvage of these materials will be more feasible if they are rescued quickly. Conversely, if action cannot be taken quickly to save these types of materials, they may have to be written off (see below).
- **Fragility of material** - As with special formats, any type of material that is very fragile may merit a high salvage priority, since quick action will make salvage more feasible.
- **Length of time in adverse conditions** - Some collections may need to be written off if they have spent significant time in adverse conditions. Exposure to fire can damage some formats (such as negatives and microfilm) so that salvage is impossible. Materials that have been wet for a long time may also be too badly damaged. If books with coated paper have been wet and begun to dry, their pages may block together, making them unsalvageable.

APPENDIX P—SALVAGE PRIORITIES

- **Materials on loan** - If collections are on loan from another institution, it may be necessary to place them high on the priority list. Be aware of your institutions contractual responsibilities in caring for such materials.

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Appendix Q

VOLUNTEER/TEMPORARY PERSONNEL

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In the case of a large disaster, additional help may be needed (e.g., to dry materials, to pack out wet collections). The Disaster Team Leader should determine whether or not volunteers or temporary workers are needed. Possible sources of volunteers include local community organizations and staff members of other area libraries. While it is difficult to plan ahead for specific circumstances, you should take a few minutes to consider a number of issues relating to volunteers and/or temporary workers –

- Where will you get volunteer workers?
- What will you do if volunteers simply arrive on the scene? If you do not need them, or you are not yet prepared to organize and train them, it is best to take names and phone numbers and tell them they will be contacted when they are needed. The public relations coordinator should do this.
- In cases where there is a lot of recovery work to be done, it may be necessary to hire temporary workers rather than to rely on volunteers. If this were necessary, would the institution be required to put out bids? If so, could this be done ahead of time?
- How will insurance coverage be provided for volunteers or temporary workers? Specific provision must be made for such workers within the institutions insurance policy if they are to be properly covered and the institution is to avoid liability.

Once volunteers or temporary workers are on the scene, they must be properly managed –

- Volunteers and/or temporary workers must be registered, and all workers (including staff) must be provided with some type of identification. Volunteers and other workers must be required to sign in and out every day.
- You will need to determine their qualifications (e.g., what experience do they have with library collections, are they capable of strenuous physical activity such as lifting and carrying boxes), find out when and for how long they are available, and draw up a work schedule for each person.
- Volunteers and/or hired workers must also be properly trained and supervised. It is recommended that the Collections Recovery Specialist provide training and the Work Crew Coordinator provide day-to-day supervision.
- Volunteers and/or workers must be supplied with any protective gear that is needed, such as gloves and protective clothing, and they must be trained to use them properly.

- Just like staff members, volunteers and temporary workers will need periodic breaks and refreshments. Breaks are normally needed about every two hours, and must be mandated so that workers do not become too tired.
- In a large disaster, you may also need to arrange for a second group of volunteers or workers to take over from the initial group.

Q.1 Potential Volunteers/Workers

Experienced Volunteers/Workers (Staff members from other cultural institutions who would be able to assist in an emergency) –

Name: Title: Institution: Work phone: Home phone: Cell phone: Pager: Email: Trained in CPR/First Aid?

To add names copy the following template and paste it just below the last entry:

Name: Title: Institution: Work phone: Home phone: Cell phone: Pager: Email: Trained in CPR/First Aid?

General Volunteers/Workers (Potential volunteers or organizations that might provide volunteers if asked) –

Name/Organization: Contact: Work phone: Home phone: Cell phone: Pager: Email: Trained in CPR/First Aid?
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To add names copy the following template and paste it just below the last entry:

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Name/Organization: Contact: Work phone: Home/after hours phone: Cell phone: Pager: Email: Trained in CPR/First Aid?
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Temporary Workers (Potential sources for hiring temporary workers) –

Name/Organization: Contact: Work phone: Home phone: Cell phone: Pager: Email: Trained in CPR/First Aid?
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To add names copy the following template and paste it just below the last entry:

Name/Organization: Contact: Work phone: Home/after hours phone: Cell phone: Pager: Email: Trained in CPR/First Aid?
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Q.2 Services for Staff/Volunteers/Workers

It is very important to remember that in any disaster you must also provide for the emotional needs of staff members, volunteers, and temporary workers. In a widespread disaster, some of them may also be dealing with the disaster at home. Even a relatively small event that is confined to the building (or even to a single department) can be emotionally upsetting. You should consider who might provide counseling or other assistance to staff, volunteers, or other workers if needed. The Red Cross web site <http://www.redcross.org> provides a search tool to locate your local chapter.

Additional local organizations that would be able to provide counseling and other assistance –

Name/Organization: Contact: Work phone:

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Home phone:
Cell phone:
Pager:
Email:

To add names copy the following template and paste it just below the last entry:

Name/Organization:
Contact:
Work phone:
Home/after hours phone:
Cell phone:
Pager:
Email: