

Jun2013



**Always note
the DATE
when the
manual was
last updated**

YOUR LIBRARY DISASTER RECOVERY MANUAL



2013

**Have a
TITLE PAGE
that makes
this a
distinctive
document**

TABLE OF CONTENTS

HAVE ONE.

Include Page Numbers!

INTRODUCTION

What is the purpose of this plan?

What is the importance of this information?

What is included in this plan?

Who is going to update this plan and how often?

Where are your disaster supplies?

DISASTER RECOVERY TEAM

**The person who discovers the emergency
should continue to call Team members
until someone is contacted!**

List the Team members based on position of authority:

- 1. Building Manager / Facilities Liaison**
- 2. Library Director or Manager**
- 3. Disaster Recovery Coordinator**
- 4. Assistant Disaster Recovery Coordinator**
- 5. Team Leaders and Members**
- 6. Funds Manager**
- 7. IT Manager**
- 8. Risk Manager / Liaison**

Include: Work Phone / Home Phone / Cell Phone

TEAM RESPONSIBILITIES

What are the roles & responsibilities of each leader / member? Include the names & contact information here.

For example:

Recovery Coordinator – Leah Hamilton 548-3120 (work) / 315-462-2051 (cell)

- Assesses damage to materials.
- Determines scope of salvage operation & sets timetable for recovery.
- Identifies outside vendors as required; coordinates transportation & relocation activities to remove & return materials.
- Assigns specific tasks to specific disaster team members.
- Determines costs for recovery of damaged items.
- Determines supply, equipment, & personnel needs.
- Determines post salvage clean-up needs.

IMMEDIATE ACTION FIRE EMERGENCY

Use the acronym R.A.C.E.

1. **R**escue, if you can without risk.
2. **A**lert others pulling the fire alarm.
NEAREST FIRE ALARM IS _____
3. **C**onfine the fire by closing but not locking all doors.
4. **E**vacuate the building from the nearest safe exit.

If you are confronted with a *SMALL* fire (e.g. trash can fire) and you have been trained to use a fire extinguisher, remember the acronym P.A.S.S.:

- P**ull the pin out,
- A**im at the base of the fire,
- S**queeze the handle, keep extinguisher upright &
- S**weep from side to side.

NEAREST EXTINGUISHER FOR YOUR AREA IS _____

NEVER ATTEMPT TO EXTINGUISH A LARGE FIRE!

GENERAL EVACUATION PROCEDURE

REMAIN CALM!

1. Alert others
2. Leave the building at the nearest safe exit
3. Call 911 from a safe location
4. Have a congregation area outside, also known as a *flight site*.
5. Do not re-enter the building until emergency crews instruct you to do so.

GENERAL EVACUATION STAFF SPECIFIC PROCEDURES

What are the responsibilities of the Disaster Team / Library Staff & Volunteers?

Where is their Command Post?

Where are the AREAS OF RESCUE for physically challenged patrons? Insert a floor plan here designating that area.

IMMEDIATE ACTION WATER EMERGENCY

Again, REMAIN CALM!

**DO NOT ENTER A FLOODED AREA
UNTIL THE ELECTRICITY HAS BEEN DISCONNECTED!**

**Know who is responsible for turning off the water supply
and disconnecting electricity.**

Have updated names and phone numbers here.

1. Identify the source of the water, if safe.

2. Call to have the water and/or electricity shut off.

3. Alert the Disaster Team.

- Include suggestions of what staff/volunteers can do while waiting for help to arrive.
- If the area is safe, **cover materials and equipment with plastic**. Where is the location of the plastic? Do NOT keep plastic in place for more than 48 hours (mold!!).
- Use **trash cans** to collect water drips.
- **Move materials** to a safe area. Do you have a designated safe area? Where are extra book trucks kept?
- **Vacuum standing water** if the area is declared safe. Where is the Wet/dry vacuum? Or who should you call? Include that info here.
- **Turn on air conditioning and/or fans**. Ideally, you want 65-70 degrees F and 45-50% rH. Open doors and windows. Turn off the heat. Who are your facilities contacts?
- **Assess and record what has been damaged**. Use Disaster forms found at the end of the manual. Prioritize materials.
- **Freeze wet materials within 48 hours**. What company will you use?

WATER EMERGENCY RECOVERY OF WATER-DAMAGED BOOKS

Include here the steps to recovery. List the steps staff should take if the books are:

- Thoroughly wet
- Wet or partially wet
- Damp

Where are the drying sites within your building?

What companies will you use as freezing facilities?

Include contacts and phone numbers. Call NOW to get an idea of how soon they can be there, what they will do, how much they charge, how much they can take, and when you'll have your materials back. It's better to have a well-thought out plan in place now so you can be prepared in an emergency and make informed decisions.

Also include here:

- List of prioritized materials (save this, not that)
- How to handle wet paper
- The differences in types of paper and bindings
- How to pack books
- How to air dry books
- What to do with moldy volumes
- What to do with non-book materials

OTHER EMERGENCIES

**List what to do and who to call
in case of the following emergencies:**

INSECTS

ANIMAL BITES (hey, it can happen!)

TELEPHONE BOMB THREAT

WRITTEN BOMB THREAT

LOCATION OF SUSPECTED BOMB

BUILDING TAKEOVER

ELECTRICAL OUTAGE

ELEVATOR MALFUNCTION OR FAILURE

EMOTIONAL OR PSYCHIATRIC EMERGENCIES

MEDICAL EMERGENCIES & FIRST AID

MOLD

SUSPICIOUS LETTER OR PACKAGE

SUSPICIOUS ODORS

VIOLENT INCIDENT OR

THREATENING ACTIVITY

**Put only ONE TYPE OF EMERGENCY per page to avoid
confusion!**

MOLD OUTBREAKS

Health and safety come first! Wear Personal Protective Equipment (PPE), including respirators, disposable plastic gloves & aprons, protective eyewear, & long sleeved clothing. **WASH ANY NON-DISPOSABLE CLOTHING IN HOT WATER!**

SOME PEOPLE ARE ALLERGIC TO MOLD! Have a designated Mold Response Team in place and list names and contact number here.

In this section, include:

- **What to look for**
- **What to do** if there are less than 20 volumes, more than 20, or an all out mold takeover.
- **Inform supervisors**
- **Have contact numbers ready**
- **Be prepared to tell them**
 - Where exactly were the moldy books found? (floor, aisle, etc.)
 - How many are there approximately?
 - Were the books wet in addition to being moldy?
 - Was there evidence of leaking, standing or dripping water?
- **Isolate the materials**
- **Turn off the lights**
- **Lower the humidity;** turn off the heat, turn on the AC if it will lower the humidity
- **Do not add moldy books back into the collection** unless they have been properly cleaned. Better yet, replace them if possible. **Record barcodes before disposal!**

APPENDIX A

INVENTORY OF DISASTER SUPPLIES

Updated 6/18/2013

- **Where are the Disaster supplies kept?**
- **List the supplies and how much is in stock**
- **Designate someone to make sure supplies are in stock and list is updated on a regular basis**
- **Note the date of when the inventory was last updated**

Consider the following supplies:

an extra Disaster Manual	packaging tape	12 hour light sticks
digital camera	scissors	flashlights
disposable gloves	caution tape	extra batteries
disposable aprons	paper towels	bricks
sponges	wax paper	safety vests
plastic sheeting	flattened boxes	hard hat
blank notebooks	collapsible plastic crates	mops
post-it notes	safety glasses	plastic buckets
waterproof write-on labels	dust masks	multi outlet strip
waterproof markers	clothesline	25' extension cord
pens	clothespins	50' extension cord
filament tape	freezer bags	fans
duct tape	trash bags	wet vacuum

DISASTER SERVICES AND SUPPLIERS

List here the names of your Disaster Services and Suppliers, including contact names and numbers

Call them annually to make sure the information is up to date

Ask if you can call them afterhours!

Types of Disaster Services and Suppliers to Consider:

- Vacuum Freeze Drying
- Freezer Storage
- Refrigerated Trucks
- Dehumidification
- Local Organizations/Institutions to Lend Supplies/Support
- Material Handling Equipment (forklifts, handtrucks, pallets etc.)
- Portable generators/pumps/wet-dry vacuums
- Fire/Flood Restoration Janitorial Services (Building Restoration)
- Disaster Assistance – General
- Disaster Assistance – Magnetic Media
- Disaster Assistance – Audio
- Disaster Assistance – Paper
- Disaster Assistance – Photography
- Boxes

APPENDIX B

Your Library's FLOOR PLANS

**The Fire Department
and Disaster Services Suppliers
may need these**

**Also keep these in a separate location
(outside of the Library)**

APPENDIX C

DAMAGE EVALUATION FORM & POST DISASTER REPORT FORM

Where are these forms located?

Include:

1. Date

2. Location of damage

3. Type of damage:

water mold other:
fire pest

4. Approximate total number of items involved:

5. Type(s) of material(s) damaged & quantity of each:

books microforms audiovisual
manuscripts photographs other:

6. Environmental conditions:

Temperature: 50 – 60F 60 – 70F 70 – 80F 80 – 90F
Humidity: 50% - 65% 65% - 80% 80%+

7. Condition of surrounding area:

wet carpets / walls damaged shelving other:
soot / smoke damage mud

8. Form prepared by: _____

POST DISASTER REPORT FORM

1. **Date of disaster:**

2. **Location of Damage** (floor/department):

3. **Type of disaster:**

Water (flood / leak) Mold Other:
Fire Pest

4. **Source of problem:**

Water: Pipe(s) Drain(s) Sink/Toilet Roof Other:
Fire: Electrical Waste paper Other:

5. **Approximate total number of items involved:**

6. **Types of materials affected and amounts of each:**

Books Microforms
Manuscripts Audiovisual
Software Other:

7. **Recovery options used** (list approximate number of items for each):

Air Dry/Interleaving Freezing
Replacement Rebinding
Withdrawal Other- please specify:

8. **Personnel involved:**

9. **Form prepared by:** _____

10. **Notes** (use reverse if necessary):

SUGGESTIONS:

- When you write your manual, **make sure the font is easy to read.** Use **BOLD** and *italics* judiciously.
- **Update** ALL of the information annually, including vendor contact information
- Keep the Disaster Manual in a **Labeled RED Binder**
- Make sure everyone on the **Disaster Team has a copy of the manual to keep at home**
- Keep your Disaster Team **staffed and knowledgeable**
- **Know the location of the manual** within the Library
- **Review procedures** with staff, whether they are new or not
- **Update floor plans.** Know the location of electrical outlets, fire extinguishers and alarm pulls, water shut offs, and circuit breakers.
- Set up a **Disaster supply storage area.** Keep it stocked!
- In the event of a disaster, **DOCUMENT EVERYTHING!** Take photos, keep written records, save emails and receipts, note who you've spoken with and what has been recommended, record what has to be discarded, what books were sent where, how many, and so on.
- **Be prepared** to share with Disaster Team members, Facilities contacts, Emergency Responders, and Vendors the following detailed information: **WHO, WHAT, WHERE, WHEN, HOW MANY**, and all other relevant details.
- Just **BE PREPARED** so that you can **REMAIN CALM** in the event of an emergency