

Disclaimer:

This is a generic Disaster response and recovery plan, that the members of the CAVAL Risk Management Group have devised based on the RMIT Disaster Response Plan. It is recommended that the Library use this generic plan as a basis only for their own plan. The plan is based on conditions that libraries in Victoria, Australia would face, and each library will need to "institutionalise" it for their own specific conditions. The CAVAL Risk Management Group does not give any guarantees undertakings or warranties in relation to the accuracy and completeness of the plan. The members of the CAVAL Risk Management Group and their respective institutions will not be liable for any loss or damage direct or indirect that may ensue arising out of the use and reliance of any information in the plan.

Some sections have an explanation of the type of information to be included, in italics. These are for guidance purposes only, and should be removed prior to publication of the plan.

Library

Disaster Response Plan

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Disaster Response Teams

Library Disaster Response Coordinator – fill in appropriate name(s)				
Site	Site Disaster Response Coordinator	Library Manager	Safety Officer	Salvage and Treatment teams
Site 1				
Site 2				

*Add any relevant notes about which position has evaluation authority etc.
 Also include who can act at alternative sites (where appropriate).
 Include any information that may be useful to people using the plan about who to contact in the Library for disaster response.
 May include a list of trained people, not necessarily just the leaders.*

Library Disaster Response Plan

1. Objective of the Disaster Response Plan

This section lists the objectives of the plan, and lists other information about where the plan sits in relation to the disaster plans of the organisation / community the library is part of, eg. University, Council etc.

The objective of the Disaster Response Plan is to inform and enable staff to respond effectively to any emergency and especially, in the event of fire or flood, ensure water damage to materials is minimised and the library service is returned to full capacity as quickly as possible. Long term exposure of library items to water will result in mould growth, and consequently permanent loss.

The Library's Disaster Response Plan operates within the context of any broader institutional or community plan. *List the plan if applicable, or remove the paragraph.*

This plan is the Library's response to environmental risks. *This allows for the Library Disaster Response Co-ordinator to document considerations of local specific risks to their libraries, i.e. Flood, Fire, Chemical exposure, Storms etc, relates to the contingency sections.*

2. Distribution of the Disaster Response Plan

Lists who has copies of the Plan, who has access to the plan, and where the plan is located both in print and electronically if applicable. All staff should have access to a version of the plan, but you can specify here how much information, ie complete plan, flip charts.

Each site Disaster Response Coordinator and Team Leader has a printed copy of the Disaster Response Plan and each disaster bin will contain a printed copy. It is advised that if the Library has access to an intranet site, that an electronic version also be made available under Manuals and Policies, or the relevant heading for individual libraries. It is important that all staff should have access to a version of the plan.

3. Maintenance of the Disaster Response Plan

Lists who is responsible for updating the plan, and how frequently this will occur.

The Library Disaster Response Coordinator is responsible for regularly reviewing and updating the Disaster Response Plan. It is recommended that this occur at least twice yearly, or more frequently if major changes occur in the institution/Library that need to be reflected in the plan.

4. Roles of Disaster Response Team members

Outlines the positions on the team, what they are responsible for and how they interact with other members of the team. Include who has authority to authorise for extra-ordinary expenditure that may be necessary when responding to a disaster, and where they are as part of the team.

Library Disaster Response Coordinator (ongoing)

- Ensure relevant training is provided for disaster team members.
- Raise awareness of disaster response issues throughout the Library, through formal and informal paths

- Manage the regular review and updating of the Library Disaster Response Plan, including the priorities for retrieval, contact numbers,

Manager at each Site

- Collaborates with the Site Disaster Response Coordinator to coordinate the response to disasters (may be same person).
- Only the Manager and Library Executive have authority to:
 - Declare a disaster and designate staff to other duties.
 - Request staff to attend disasters at another site.
 - Call in staff outside normal hours.
 - Close the Library because of the scale of a disaster.
 - Call in an outside commercial organisation to help with disaster recovery.
 - Decide on alternate areas for re establishment of services after a major disaster.

Note: If the disaster is on a large enough scale to warrant media attention contact the institution's Media Relations Officer.

Site Disaster Response Coordinator (assigned at the time)

- In collaboration with the Library Manager (may be the same person) coordinates the response to disasters.
- Assesses the scale of the disaster.
- Decides on order of recovery of Library materials in accordance with the priority retrieval list (see appendix 7)
- Liaises with relevant organisation's staff concerning the disaster, communication with clients and other stakeholders, media outlets, staff or business concerning insurance , salvage contractors eg freeze drying contractors etc., ensuring that the people are informed and services are arranged
- Monitors the progress of salvage, evaluation and treatment.
- Ensures the maintenance of an up to date list of items retrieved

Safety Officer (assigned at the time)

- Ensures all procedures are conducted in a safe manner, including following relevant Occupational Health and Safety practices.
- Ensures all participants in recovery have adequate meal and drink breaks, and arranges for drinks to be provided.
- Ensures all staff are signed on and off while working on recovery.
- NO other roles will be undertaken during initial stages of salvage and recovery, as staff safety MUST take priority.
- Ensure that all staff affected, have access to counselling.

Evaluation Manager

- Inspects salvaged material and decides on appropriate treatment in consultation with the Salvage and Treatment Team.
- Assists the Site Disaster Response Coordinator in maintenance of retrieval lists.

Salvage and Treatment Teams

Under instructions of the Site Disaster Response Coordinator:

- Photographs and records the damage prior to salvaging.
- Protect library materials from further damage.
- Remove wet materials from area and transport to evaluation area.

- Record decisions of the Evaluation Manager regarding drying methods.
- Organise drying of wet items in accordance with decisions of the Evaluation Manager.
- Prepare items for sending to freezing facilities

5. Contingency Planning

It is important that the library should detail the actions that staff should undertake if they are given prior warning of a potential disaster that will affect their building, eg building on fire next door, bushfires surrounding campus etc.

If prior warning is given for a potential disaster that may affect the library and its business, then actions need to be taken in a timely manner to protect the building and its collections, ensuring when the danger has passed, that normal business can resume with limited impact on the staff and students. The actions taken should also be in accordance with the policies and procedures for the wider institution, and should follow the guidelines set by them. See appendix 12 for a list of situations and the actions to be taken.

Ensure that staff are contacted and warned of a potential disaster, and the possibility that they may need to be called in to respond to a disaster, thus ensuring that the Disaster Response Team can be assembled if they are needed.

6. Disaster Reaction

Outlines the actions that should be taken should a disaster occur to ensure the safety of the staff and members of the public.

6.1. Safety first

If an incident results in the obligatory evacuation of the Library, follow normal evacuation procedures, and do not re-enter the Library until given the all clear by emergency personnel or relevant staff.

If you are the first person to enter a flooded section of the Library

- **DO NOT touch or step into standing water - it could be electrified.**
- If there is any chance of the power supply being in contact with water, phone the organisation's relevant staff / department (ie. Maintenance) immediately to check safety and turn off electricity if required.
- Report this to the Library Manager and OH&S Officer who may decide to tape off the area with caution tape or close the Library until declared safe.
- Be aware of possible slippery floors.

6.2. Raising the alarm – very important

This section can be workshopped by staff, and the appropriate listing devised. Examples of whom to contact are included. It would not be expected that the first person would contact everyone, but the people contacted would in turn contact others. It is assumed that if necessary all relevant emergency services will be contacted first, eg Ambulance, Fire etc.

First person on the scene of a disaster should attempt to contact the following staff members in order, using the Disaster Response Team list.

1. Your site Disaster Response Coordinator.
2. The Library Manager at your site.
3. Salvage and Treatment Team members at your site.
4. The site Disaster Response Coordinator at the closest other site.
5. The Library Disaster Response Coordinator.

Once any one on this list is contacted they should take over the responsibility to assemble the entire site disaster team, or delegate you to continue.

6.3. Occupational Health and Safety

All staff must undertake the recovery process with the aim and responsibility of keeping good occupational health and safety practices in mind. They

- must not put any other worker in danger,
- enter an area they feel to be unsafe
- remain in an area they feel to be unsafe
- should report ANY situation and/or incident that they believe to be dangerous
- should follow correct lifting and moving procedures
- report immediately any hazards that could potentially harm people while participating in the recovery process, eg water coming through electrical sockets

Remember the situation that staff are working in, is outside the normal work duties, so extra care must be taken.

7. Disaster Response

7.1. Assessment of damage

Lists assessment criteria to assist with identifying the type and extent of the disaster / event, and reactions that will be needed by staff and/or contractors employed.

The site disaster response coordinator and an assistant should assess the type and scale of the damage.

- What type of damage is involved (water, smoke, dust contamination, pests etc)
- What is the likely source of the damage
- If water damaged, how many items are wet (count the number of shelves)
- How wet are they
- How long have they been wet
- How dirty are they
- Has mould developed
- What types of items are wet (books, AV, computers, microforms, etc)
- What areas of the collection are damaged

Based on this assessment the site disaster response coordinator will decide whether the site disaster team is able to attend to the damage or if assistance is required from other site teams or outside organizations. They will also assess whether the site library will need to be closed and estimate for how long.

7.2. Scale of disasters

Sets criteria to quickly identify the extent of the damage and effect it may have on the Library's services.

Minor disasters	Significant disasters
<ul style="list-style-type: none"> • The On Site Disaster Response Team will be able to air dry all wet items using supplies from the disaster bin. • Only minor disruption to Library services • Less than 3000 wet items ie approximately 100 shelves 	<ul style="list-style-type: none"> • On Site Disaster Response Team will need assistance from outside the Library, including casual staff and/or contractors • Large numbers of very wet items will require freezing or vacuum freeze-drying. • Closure of sections of the library or the entire site Library may be necessary. • Consider alternate sites for provision of skeleton services.

7.3. Stabilisation of the environment

Ensure that the area will not deteriorate and increase damage to items – these may only be relevant to minor or significant disasters, or to both.

Contact relevant maintenance personnel or contractors to arrange to:

- Stop any water leaks and turn off electricity if required.
- Ensure adequate temporary lighting if electricity has been disconnected.
- Clean up the water. Saturated carpets and furniture may need to be removed if wet-dry vacuum cleaners are not available or cannot cope with amount of damage. If assistance from relevant maintenance personnel is not prompt appoint a mop up team from Library staff.
- Have the ventilation set so that heating is turned off and cooling is turned on. This is to prevent mould developing by keeping the temperature and relative humidity as low as possible (ideally 18 degrees and less than 45% relative humidity).
- If water is still coming in through the ceiling cover affected shelving with plastic sheeting and catch water in buckets if appropriate.

7.4. Reporting the disaster

Identifies who the disaster should be reported to, decide order of relevance

Report the disaster to:

- Emergency services
- Relevant maintenance personnel
- The Library Director
- The Library Disaster Response Coordinator
- If computers are damaged contact relevant IT people
- The Insurer. Library staff are required to minimise losses. Contact the insurer early and show that you are attempting to prevent the damage from getting worse. The Loss Adjuster needs to know the extent of the damage, the extent of the losses and the cause. For small disasters, there may be no need to notify the Insurance Officer, but prior approval of the \$ amount should be established.

7.5. Recovery decision making

List issues to be aware of when making decisions about the clean up after a disaster.

The overall strategy for recovering from a disaster will depend on the type and scale of the disaster.

- The Library Disaster Response team will not be able to adequately cope if water or fire has damaged a large proportion of the collection. After consultation with relevant maintenance personnel, call a Disaster Response contractor early and discuss appropriate methods with them. **(See appendix 4)**. They may recommend use of commercial dehumidifiers to dry the building. In this case any wet or very damp items may need to be removed and frozen or air-dried. Check with the contractor whether the type of dehumidifiers used will damage non-book materials - they may need to be removed. Don't allow contractors to use ozone to reduce smoke odours as it is hazardous to humans and paper.
- Air-drying is appropriate if less than 3000 books (about 100 shelves) are wet and a team of 5 to 10 trained staff, supplies and equipment are available. Drying must be completed within 48 hours to avoid mould developing. This method is very time consuming but otherwise inexpensive, some distortion occurs and rebinding may be required in some cases.
- Freezing halts further deterioration in wet materials. Use when there is more material than can be air-dried within 48 hours. Allows staggered retrieval from cold storage for further treatment and allows for decisions about discarding not to be rushed.
- Vacuum freeze drying is suitable for large quantities of very wet books. Books are frozen then placed in a vacuum chamber, water sublimates from ice to gas causing less distortion and the need for less rebinding than air-drying BUT it's expensive - \$100 to \$120 per A3 sized archive box full. About 3000 books per week can be freeze dried. Contact a disaster contractor for freeze drying facilities. **(See appendix 4)**
- Dust contamination and pest infestation will require cleaning and pest control respectively – contact the relevant maintenance personnel.

7.6. Setting priorities

These must be set in line with the business of the Library. It should list in order what should be dealt with first before a disaster occurs. It will provide guidelines when dealing with a disaster.

The site disaster response coordinator decides on the broad retrieval priorities:

- Wet or threatened items on the priority retrieval lists. **(See appendix 7)**
- Prevention of damage to currently undamaged items (protect or remove).
- Materials with critical time limits for drying eg. Coated papers require treatment or freezing within 6 hours, or a decision to discard them.

The site disaster response coordinator ensures their decisions regarding recovery strategy and priorities, and the reasons for them, are recorded by the record keeper.

7.7. Establish a control centre and sorting and treatment areas

If the type and scale of the disaster make in-house treatment appropriate a control centre, sorting area and treatment areas will be required.

Control Centre

A control centre should be set up near the affected area for briefing staff, ringing contacts and organising operations, monitoring and maintaining the contact for all sections of the response.

Evaluation/Sorting Area

An evaluation/sorting area is required for the evaluation manager to sort items from salvage. It should have tables and be near to the affected area.

Treatment Area

The treatment area should be secure, clean and dry with good air circulation and road access for sending items to freezing facilities. It should be large enough for the amount of material to be dried. Collect tables for air-drying wet items, the disaster bin, and fans and/or small portable dehumidifier(s). (The location of fans at each site is listed under the lid of each disaster bin. The location of disaster bins is shown on floor plans at each site. **(See appendix 5)** Maintenance personnel may have access to small dehumidifiers.

Contact Maintenance personnel if a satisfactory area is not available within the library. Have the OH&S Officer check the suitability of the area. Possible sites could be pre-identified and evaluated as to the type of services they offer, i.e. water, power, computer network points, room for trestles, etc.

7.8. Photograph and record all damage

Before moving any items it is important to record and photograph all damage for insurance purposes. The site disaster response coordinator will appoint a record keeper to photograph and take explanatory notes on each photograph. Use a digital camera if one is available, or request a staff member to purchase disposable cameras from a local supermarket or pharmacy. The extent of the damage will determine how many you will need. They may need both flash and water resistance. **Photographs should be used as a supplement to, and enhancement of the written record, not as a replacement of.**

Photograph and record in writing:

- The source of the damage, eg. where the water is coming from.
- The overall disaster scene.
- Extent of the damage including details of all wet materials.
- Show water depth by pointing to the water level as this may not be visible on a photograph. Use a ruler if one is available.
- Periodically photographing the progress of salvage and treatment.
- Any special or unusual material that is damaged, and that there may be a dispute about.

7.9. Other

Leased equipment

Before moving or attempting to treat photocopiers, printers, computers etc that are leased permission should be obtained from the company concerned.

Emergency Response and Salvage Wheel

A helpful device when decision making regarding disaster response is the Emergency Response and Salvage Wheel. They are available via the U.S. Heritage Preservation website at: <https://www.heritagepreservation.org/catalog/Wheel1.htm>

8. Disaster Recovery

8.1. Salvaging Procedures

Prior to any salvaging the site disaster response coordinator will brief the disaster response team on the nature of the disaster and his/her decisions regarding the recovery strategy and priorities, including relevant Occupation Health and Safety considerations. They will also assign duties to the salvage and treatment team members.

Staff assigned to salvage should:-

- Put on rubber gloves.
- Remove any item that could be a health hazard eg. Broken shelving.
- Remove any items lying on the floor. Ensure they do not close open items, or open any closed items.
- Check the priority retrieval list for any items within the range and remove these.
- Remove material from the top shelves first on both sides of the range so it does not become unstable.
- Pass material via a human chain to trolleys for transport to the evaluation area.

8.2. Evaluation

Ideally the Evaluation Manager will be the Librarian whose subject/collection area is affected. (**See appendix 2**) The Evaluation Manager examines items brought from the salvage area and sorts them into materials for:

- Air-drying.
- Freezing.
- Special treatment.
- Discarding.
- Replacement.
- No action required.
- Referral to a conservator or other expert.

8.2.1. Evaluation decision making

In making decisions regarding treatment methods the Evaluation Manager will take into account the following.

Air-drying

Air-drying is recommended for:

- Items that are required for use quickly eg. Reserve collection.
- Most books where there is no evidence of mould and drying can be completed within 48 hours.
- Glossy pages if there is time to interleave every glossy page within 6 hours and pages are not already sticking together.
- Journals (Only if no electronic access is available).
- Posters and maps.
- Documents and manuscripts.
- Microfiche and microfilm if only small quantities.
- Audiocassettes and videotapes.
- CDs and CDRoms.

Freezing

Freezing or blast freezing is recommended if:

- There are more books than can be air-dried within 48 hours.
- There are signs of mould.
- Books are saturated and of high value. (Consider vacuum freeze drying)
- Items have water-soluble inks including watercolour, dyes and inks.
- Items with glossy paper and of high priority if pages are not sticking together. (Only 50% successful even when followed up with vacuum freeze drying)

Do not freeze:

- CDs or CDRoms.
- Magnetic tape.
- Audiocassettes.
- Video recordings.

Do not freeze unless advised by a conservator:

- Pre 1950 photographs and negatives.
- Artwork.
- Pre 1950 phonograph records and cylinders.
- Leather or vellum bound items.

Special treatment

- Motion pictures.
- Microfilms if several are wet.
- Paintings.

Discarding

Consider discarding wet items when:

- Their age and usage would justify weeding in any case.
- Journal issues are available elsewhere or electronically
- Items that cannot be treated successfully and have a very low priority.
- If in doubt have material frozen and decide later whether to discard or dry.
- NOTE: DO NOT DISCARD ANY ITEMS WITHOUT THE APPROVAL OF THE INSURANCE LOSS ADJUSTER.

Replacement

Consider replacing items:

- Items with glossy paper (vacuum freeze-drying is only 50% successful).
- Any item that is still used but cannot be successfully treated.

No action required

Items that are not damaged require no action other than keeping them aside until the area is restored to normal so they can be returned to the shelves.

Referral to a conservator or other expert

- If mould is detected on large quantities of materials.

- Pre 1950 photographs and negatives.
- Artwork if valuable.
- Pre 1950 phonograph records and cylinders.
- Illuminated or gilded manuscripts.
- Leather or vellum bound items.
- Glossy (coated) papers if already sticking together and valuable.
- Water-soluble inks if of high priority.
- Coloured film if not treated within 48 hours.
- Any valuable items damaged by smoke, soot, or charring.

8.3 Treatment techniques

Items are collected from the Evaluation area and taken to the appropriate treatment area. The disaster bin(s) should be collected and electric fans and/or portable dehumidifiers should be turned on to circulate air and reduce humidity.

8.3.1. Air-drying

Books

When very or partly wet

1. Place plastic sheeting over tables and cover this with unprinted newspaper.
2. Lay book at the edge of the table with the fore-edge facing out.
3. Squeeze water out from spine towards edge.
4. Starting from the back of the book insert paper towel or unprinted newspaper sheets well into the gutter margin between every 3 to 5 cm. and change these when wet - approximately every 2 hours. If there are glossy (coated) pages interleave between every page.
5. Lie book flat until only damp.

When only damp

1. Stand books on edge with pages lightly fanned.
2. Place in front of electric fans to dry them.
3. After about an hour turn book upside down and check that pages are still fanned.
4. If the cover is damper than the book place paper sheets between the cover and the book.

When dry to the touch

1. Lay book flat.
2. Push covers gently into position.
3. Stack several books from largest to smallest and fore-edge to spine with a board on top. Place weights on the board to flatten the books.
4. Leave until thoroughly dry.

Journals

Before spending staff time and effort drying journals check if the damaged issues are available electronically or elsewhere – if so they should generally be discarded especially if they have glossy (coated) pages. (Follow air-drying of books procedure for journals with glossy pages that need drying).

1. Squeeze out excess water as with books.

2. String up braided fishing line and hang journals over.
3. Allow air circulation from electric fans to dry them.

Posters and maps

Large items like posters and maps can either be placed on a table covered in newspaper or an upturned table with fishing lines tied across can be used to spread them out to dry.

Documents and manuscripts

Documents and manuscripts can be spread over newsprint on a table or, if there are many, interleaving with newsprint between stacks of 25 sheets is suitable.

Microfiche and microfilm

Microfiche can be air-dried by hanging them individually on fishing lines using plastic clothes pegs.

If only one or two **microfilms** are wet they can be air-dried by hanging them on fishing line with plastic pegs but if there are several they should be sent to a microfilm processor to be rewashed and dried. See **Special Treatment**.

Audiocassettes and videotapes

For both audiocassettes and videos firstly check whether there is another copy and whether you are permitted to copy it. If a copy cannot be made the drying procedure is the same for video and audiocassettes.

1. Dismantle the tape.
2. Blot up water from tape with a lint free cloth.
3. Air-dry tape by spreading over a table covered with newspaper.
4. Reassemble.
5. Re-record.

CDs and CDRoms

- Rinse in tap water-do not rub.
- Remove from case and loosely stack vertically in crates or boxes until dry.

8.3.2. Freezing or Blast Freezing

Ring a company that provides freezing or blast freezing facilities as soon as a decision is made to freeze. (**See appendix 3**). They may be able to provide crates as well as transport to their facilities. Assume any crates used may be unavailable for a considerable time. Cardboard or plastic crates can also be purchased. (**See appendix 3**)

Prepare books for sending to freezing facilities:

- Estimate the number of crates required and organise purchase/hire.
- Securely label each crate with a number tag.
- Wrap each book in freezer or waxed paper.
- Place loosely in a crate spine edge down one layer deep or lay flat arranged largest on bottom to smallest on top with no overhangs. Allow for expansion as they freeze.

- Do not pack in wedges wider than 50 mm unless unavoidable due to size of books. Wider amounts take a lot more time to freeze, and then to recover from the freezing process.
- Record on sheets provided (**See appendix 10**) the details of each item sent for freezing and the crate number it has been placed in or use a portable bar code reader if available.
- When a reasonable number of crates are full arrange for transport to the freezing facility either with the library car or hire a truck if quantities require it. (**See appendix 3**)

8.3.3. Special Treatment

Microfilms

Note: If only one or two microfilms are wet they can be air-dried – see Air-drying.

If several are wet:

- Wipe outside of boxes before opening.
- Check whether the film itself is wet – if not put it aside.
- Leave wet films in boxes and hold together with rubber bands.
- Pack films in blocks of 5 and immerse them in water either in a bucket with lid or in crates lined with garbage bags.
- Send to a microfilm processor for rewashing and drying within 72 hours. (**See appendix 3**)

Motion pictures

Wipe the outside of the canister then check if the film itself is wet. If so:

- Leave the film in the canister, fill with clean water and replace lid.
- Pack films in a bucket with lid or in crates lined with garbage bags.
- Send to a film processor for rewashing and drying within 72 hours. (**See appendix 3**)

8.3.4. Items for discard or replacement

Whether being replaced or not, retain all discards until the insurance loss adjuster has inspected them. Put them aside in separate areas to be dealt with later.

8.3.5. No action required

Items that are not damaged and are being kept need to be retained in a dry area to prevent mould developing on them.

8.3.6 Items requiring a conservator or other expert

Put aside any items requiring the attention of an expert. Contact a conservator as soon as possible. (**See appendix 8 or 3 under 'Assistance'**)

8.4. Recovery after a disaster

Thorough drying and cleaning of the building, carpets and shelving is essential before returning material to shelves.

Minor Disasters	Significant Disasters
<ul style="list-style-type: none"> • Remove all remaining water • Remove or wet and dry vacuum all affected carpets • Wash shelves with disinfectant • Repair or replace damaged shelving • Dry the area with fans and ventilation • Ideally do not re-shelve for seven days after the relative humidity has been lowered to 45-50% and the temperature is lowered to 20 degrees. 	<ul style="list-style-type: none"> • Cleaning and sterilisation • Heating, ventilation and ventilation system • Electrics including light fittings • Fire detection and protection system • Communication system • Electronic security system • Building fittings eg. Ceiling tiles, carpets • Storage equipment

9. Post disaster review

Conduct a post disaster review to aid in future disaster prevention. It should place emphasis on what happened, describing it in detail, including how the incident could have been averted include:-

- What supplies were missing, including supplies not available at short notice.
- What worked and what didn't.
- Prepare a report on the disaster to the Library Director, and any relevant organisational committees / personnel.
- Library Management should formally thank all staff, volunteers and consultants who assisted in the disaster recovery.

Appendices

Appendix 1. Key contacts

This includes specific contact details including name, phone numbers – both home and mobile, address (or at least area they live), for people inside and outside the library and organisation. eg. Fire, Water, SES, Police, Ambulance, Electrician, Building Maintenance, Cleaning services, Plumber, Library Director, Library staff trained in recovery – if not listed elsewhere. It should be personalised for the individual library.

Appendix 2. Liaison Librarians

This is where the librarians that have specific knowledge or expertise are listed with their areas. It should also include those at other sites that can be called in for reference when necessary.

Appendix 3. Suppliers and equipment list

This outlines the type of additional assistance that the library can call on for assistance. It should be updated regularly as contact details and companies may change.

Category :	Name / Supplier :	Contact :	Details :	Cost :	Size / Quantity :	Delivery :
what is to be supplied. Categories listed below are suggested however depending on the type of institution, its location and material handled they can be adapted for personal use.	the name and address of the company, including both postal and delivery / pick up address	the name of the person with whom you should correspond, their position within the company, and phone and fax numbers, the web address and email address if available	this is not filled in for each supplier, but allows room for details about what they specialize in, area's they do or don't supply to, and any other relevant details that don't fit into the other headings	how much the product costs – include details about quoting for individual jobs, the number etc, if there are time limits i.e. cost more to have for short term	how many they can supply, or that you are required to purchase, the sizes available etc	time frame for delivery, if cost extra for short turn around time, if they deliver or you have to collect, if they are available 24 hours etc
Assistance	: Specialist conservation assistance as well as casual workers. Able to provide assistance and advice, even total package.			Yellow Pages Categories : libraries –private ; libraries—public ; employment ; cleaners - industrial		
Blast / snap freezing	: Facilities needed to freeze wet material before drying and transporting it to the freezers.			Yellow Pages Categories : drying equipment and services – industrial ; refrigeration –commercial & industrial ; refrigerated transport trucks & equipment		
Cleaners	: Assistance in cleaning up the site after the removal of damaged material.			Yellow Pages Categories : cleaning contractors – commercial & industrial		
Cold storage / freezing blast / snap freezing	: Moving the damaged material to the freezing facilities, closely related to blast / snap freezing.			Yellow Pages Categories : drying equipment and services – industrial ; refrigeration –commercial & industrial ; refrigerated transport trucks & equipment		
Conservation equipment	: Suppliers of equipment such as hydrothermographs, temperature and humidity measures, and other specialized equipment.			Yellow Pages Categories : instruments—scientific		
Crates – cardboard	: Used for packaging books and transporting and storing during the freezing process.			Yellow Pages Categories : boxes & cartons—cardboard &/or fibre		
Crates – plastic	: Used for packaging material for transportation etc, it is not permissible to use bread and or milk crates, thus you must seek a supplier of this type of product.			Yellow Pages Categories : plastics--products		
Dehumidifiers	: Used to reduce the relative humidity where floods have occurred			Yellow Pages Categories :		

	to reduce the chance of mould growing.	dehumidifying products ; drying equipment and services – industrial
Fans	: Used to circulate air around areas, and also to dry not so wet material.	Yellow Pages Categories : fans & blowers
Generators	: Will need to have a power supply should the power be cut through fire or flood, until it is reconnected.	Yellow Pages Categories : generators & generating sets
Insecticide and pest control	: The need to reduce the influx of insects and other pests is very important, this can be done a number of ways and you should be guided by the professionals.	Yellow Pages Categories : pest control
Lighting	: Used to establish portable lighting for areas where ordinary lighting is not available.	Yellow Pages Categories : lighting & power – emergency ; hire—party equipment ; hire—builders contractors & handyman’s equipment
Monitoring equipment	: Used to monitor the situation for dampness, and other possible environmental hazards.	Yellow Pages Categories : environmental &/or pollution consultants ; instruments—scientific (eg. Dick Smith) testing equipment ; gas detectors ; air pollution measuring equipment
Newsprint	: Supply newsprint paper for use in recovery from disaster. It can be used to separate pages and absorb water, or just cover benches being used.	Yellow Pages Categories : paper merchants ; stationery –retail and commercial
Photograph, film and microfilm services	: Used for processing and repairing microfilm, microfiche and photo negatives if damaged.	Yellow Pages Categories : microfilming services equipment & supplies
Photographic laboratories and processors	: Use to reprocess photos that are damaged by water.	Yellow Pages Categories : photographic processing services ; photographic processing services – professional
Pumps	: To pump water from areas, fire brigades may be of assistance.	Yellow Pages Categories : drying equipment & services ; vacuum equipment & systems ; pumping contractors ; hire—builders contractors & handyman’s equipment ;
Radio communication equipment	: Used to communicate between staff when other forms of communication have not been restored, and staff are in remote areas.	Yellow Pages Categories : radio communication equipment &/or services ; paging systems--radio
Transport	: The possibility of moving and establishing a site elsewhere with material moved from the primary location, and moving of material for commercial processing that is not to be freeze dried.	Yellow Pages Categories : furniture removals and storage ; taxi truck services ; carriers—heavy
Transport cold storage /	: Transport items designated for freezing to the cold storage,	Yellow Pages Categories :

freezing	preferably in freezer trucks.	refrigerated transport trucks & equipment
Vacuum cleaners	: Short term hire of vacuum cleaners, especially those that will handle wet conditions	Yellow Pages Categories : vacuum cleaners ; vacuum equipment & systems

NOTES:

1. Sunicrust Bakeries, Tip Top Bakeries And National Foods Milk (Pura) have informed us that it is illegal for them to hire out their milk and bread crates.

2 Index of Categories-

Assistance	Fans	Photographic Laboratories \$ Processors
Blast / Snap Freezing	Gamma Radiation Sterilisation	Pumps
Cleaners	Generators	Radio Communication Equipment
Cold Storage / Freezing / Blast Snap	Insecticide and Pest Control	Recovery / & Freezing
Conservation Equipment	Lighting	Transport
Crates /Cardboard .	Monitoring Equipment	Transport / Cold Storage / Freezing
Crates / Plastic	Newsprint	Vacuum Cleaners / Wet/Dry
Dehumidifiers	Photograph, Film & Microform Services	

Appendix 4. Disaster contractors

Steamatic / BMS Catastrophe Australia 23 Jarra Drive (PO Box 709) Braeside 3195	1800 812 999 (24 hours) Oliver Threlfall
Munters Incentive Group 1 Blissington Street Springvale 3171	9558 4044

Appendix 5. Floor plans for each site

Complete these for every library site. Ensure that major furniture, immovable objects, directions that shelving runs and passages or walkways are clearly identified on the floor plans as emergency personnel may need to use them to move around the library/site. Also link collections or priority items for retrieval to the floor plans should staff not be able to enter, but need to rely on other personnel.

Appendix 6. CAVAL Disaster bin contents list

Quantity	Description	Quantity	Description
1	Bag of Rags	2	Twist Mops
50	Baggage labels (Tyvek)	500	Newsprint (Sheets)
1	Caution Tape (roll)	2	Overalls, disposable
20	Bin liners (74 litre)	2	Paint brushes
1	Bucket with lid	4	Paper towels (rolls)
2	Buckets (10 litre)	5	Pens, waterproof
1	Camera (Disposable with flash)	1	Polythene sheeting (roll)
1	Chalk, coloured (box)	1	Safety pins (box)
2	Clipboards	2	Scissors
10	Face masks	3	Sponges, large
1	First aid kit	2	Tape, masking (rolls)
500	Freezer bags	1	Tape, gaffa (roll)
4	Gloves, cotton (pairs)	2	Torches with batteries
25	Gloves, latex (pairs)		
2	Gloves, leather (pairs)		
2	Goggles, plastic safety	2	Whistles

Appendix 7. Priority retrieval criteria and lists for each site

List in order of recovery the items that must be retrieved and processed first in the event of a disaster, taking into account both the business significance as well as the vulnerability/rareness of the items. It may be in collections sections, shelve runs, or specific items depending on the library and their clients. Do not neglect the work areas where items may be waiting for processing, and files that contain important information are stored.

Appendix 8. Conservators

Lists conservators that the Library has access to. Generally they are already listed in Appendix 3, and are at the State library, but the Library may have access to others. If there are specialist areas of collecting i.e. paintings then specialists for that area should be listed here.

Appendix 9. After hours disaster response

This includes the procedures to be followed when a disaster occurs after hours, ie who should be contacted etc.

Appendix 10. Recording sheets

Include masters of sheets to be used in a disaster. There should be a number of sheets able to be used immediately if copying facilities are not available. These can be individualised, but the type of sheets to be included are :

- *Time sheets – detailing who worked, the time they started, finished and what they did (salvage, evaluation, packing)*
- *Material sheets – details title, call number, OCR/barcode, decision about recovery (discard, freeze, air dry), where it is now located ie box 48 blast freezing.*
- *Visitors list – who was at the site, where they are from, the purpose of their visit – this can be used for the formal report and to ensure only relevant people are allowed on site.*

Appendix 11. Other related policies

Include here a list of other policies that may influence decisions being made should a disaster occur. These may include ownership and maintenance agreements, who has authority over buildings and contents, and if different who has overriding authority, etc. It may also include known regional or outside the organisation policies that will impact should a major disaster occur.

Appendix 12. Contingency planning

Include here a list of actions that would be taken should the library be given advanced notice of a potential disaster occurring. This should include actions to protect the building, the collection and the library staff. It should include/refer to whom to contact for immediate assistance, eg Property Services for tape for the windows, rental vans to remove the priority items identified in appendix 7

Two types of forewarning are possible, these are when it affects an adjoining site, or it affects the site you are located on. In both, establishing and maintaining contact with staff who may be needed to form a Disaster Response Team should be highlighted.

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