

Swarthmore College Library Disaster/Recovery Plan

Swarthmore College Library
500 College Ave
Swarthmore, PA 19081

Prepared by: Alison Masterpasqua

Last Updated: March 31, 2011

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INTRODUCTION

General Information

This disaster plan was completed by Alison Masterpasqua on March 31, 2011. It is meant to assist in recovering collections from events ranging from a minor emergency to a major disaster. However, in an emergency it is important to keep in mind that **human safety is always the highest priority**. Recovery of collections should not begin until all staff and patrons are safe.

Distribution of the Plan

Copies of this plan have been distributed as follows –

Person: Access & Lending Services Supervisor Alison Masterpasqua
 Department: A&L
 Location of Copy: circ desk, office, home

Person: Archival Specialist, FHL Susanna Morikawa
 Department: Friends' Historical Library
 Location of Copy: office, home

Person: N/A
 Department:
 Location of Copy:

Person: Ass't Director for Collections Amy McColl
 Department: Technical Services
 Location of Copy: office, home

Person: Ass't to the College Librarian Annette Newman
 Department: Librarian's Office
 Location of Copy: office, home

Person: Library Director Peggy Seiden
 Department: Librarian's Office
 Location of Copy: home

Person: Assoc. College Librarian for Technical Services & Digital Initiatives Barb Weir
 Department: Technical Services
 Location of Copy: office, home

Person: Social Sciences Librarian Melanie Maksin
 Department: Reference
 Location of Copy: R&I desk

Person: Exec. Ass't for Facilities & Services Paula Dale
 Department: Facilities Management
 Location of Copy:

Person: Dance & Music Librarian Donna Fournier
 Department: Underhill Library
 Location of Copy: Librarian's office

Person: Sciences Librarian Meg Spencer
 Department: Cornell Library
 Location of Copy: Science Librarian's office

How to Use this Plan

This plan consists of three main sections (response, recovery, and rehabilitation) and a number of appendices. The body of the plan is designed for ease of use during the early stages of a disaster. Thus, summary information is provided in the body of the plan and more detailed information (e.g., detailed salvage priorities, or additional sources of information) can be found in the appendices. Once initial response is underway, consult the appendices for more information as a recovery strategy is mapped out.

Information on mitigating risks and preventing disasters (including a customized list of existing risks, as well as various forms and checklists) is also included in the appendices. This information should be consulted and updated regularly.

Review and Updating of the Plan

This plan is due to be updated in September, 2011. Responsibilities for updating the various sections of the plan have been assigned as follows –

Staff list/Disaster Team lists:	Access & Lending Services Supervisor Alison Masterpasqua
Preventive maintenance:	N/A
Opening/closing procedures:	N/A
Facilities information/floor plans:	Access & Lending Services Supervisor Alison Masterpasqua
Information technology:	Digital Initiatives Librarian Spencer Lamm
Insurance:	Access & Lending Services Supervisor Alison Masterpasqua
Institutional salvage priorities:	Ass't Director for Collections Amy McColl
Evacuation instructions:	Access & Lending Services Supervisor Alison Masterpasqua
Emergency numbers:	Access & Lending Services Supervisor Alison Masterpasqua
In-house supplies:	Access & Lending Services Supervisor Alison Masterpasqua
External supplies/services:	Access & Lending Services Supervisor Alison Masterpasqua
Volunteer list:	N/A
Areas for relocation/temporary storage:	Access & Lending Services Supervisor Alison Masterpasqua
Communication with emergency services:	Access & Lending Services Supervisor Alison Masterpasqua
Availability of emergency funds:	Library Director Peggy Seiden
Staff training:	N/A
<i>Other</i> –	
Mid-Atlantic Resource Guide For Disaster Preparedness:	Alison Masterpasqua
<i>Other</i> –	
Campus Communication:	Alison Masterpasqua
<i>Other</i> –	
Tri-Co Library Communication:	Alison Masterpasqua

Scope and Goals of the Plan

This disaster plan addresses prevention of and response to emergencies that may affect the McCabe Library collections; it does not cover emergencies involving people (e.g., illness, injury, problem patrons). A separate document, Emergency Procedures for Swarthmore College Library, deals with procedures for closing, evacuation, and communication regarding security issues, power outages, extreme weather, and fire situations.

This plan also does not include comprehensive information regarding the Friends' Historical Library and the Peace Collection. There is a separate plan, although their collections are referenced in the section on Salvage Priorities since any building-wide damage would require a single prioritization of all 3 collections.

Human safety is always the most important concern. All actions should be focused on this first and then attention can be directed to the protection and salvage of the collections.

The most likely risks for McCabe library collection deal with water damage – roof leaks, pipe leaks (HVAC and plumbing), overflowing toilets, and seepage through the walls/foundation. Since there is no fire suppression system, fire is a potential risk for the collection. Power outages pose a threat to the collection by altering the environment in the building, e.g., allowing for high humidity during the summer months. Mold is a concern given the age and condition of the building and the possibility for mold-friendly levels of humidity/water seepage. Extreme weather in the form of severe thunderstorms or snowstorms can cause or exacerbate some of these situations.

Small water emergencies should be manageable using the emergency supply kits located in the Circulation department and the Rare Book Room and with the help of the Facilities Department. Most information for this is found in Section 1. Refer to Appendix D should a consultant be needed.

Large-scale events or damage will require more assistance in terms of special supplies and services beyond the scope of the library staff and college resources. Appendixes C and D will help to identify places where these can be secured and the priorities of the different collections housed in the building. The Disaster Response plan for Friends' Historical Library and Peace Collection will provide needed information as well.

Because of the role of the library on campus, a serious event that closes some or all of the building will have an impact on the services the library provides to the college community.

The building is open 113 hours/week when classes are in session.

A weekly door count records between 5,000 and 8,000 people entering the building.

*People using the library, depend on the library for access to reserves, research, circulation, and reference services, individual and group study space, computer and printer use, and video viewing.

Upwards of 40 staff have workspace in the McCabe including FHL and Peace.

The library receives daily deliveries from UPS, USPS, and the college post office.

Therefore, depending on the severity and scope of the crisis, consideration will need to be given to how these services can still be offered or activities still be supported.

SECTION 1

RESPONSE

1.1 EVACUATION PROCEDURES

General Procedures

- Remain calm.
- Always respond to an evacuation order **do not** assume the situation is a drill or a false alarm.
- **Remember that human safety is always the highest priority.**
- Turn off electrical equipment if it is safe to do so.
- Assist anyone who requires help in leaving the building.
- Evacuate in an orderly fashion according to the evacuation routes that have been established.
- Move away from the building to the assembly area that has been designated in advance. Be sure not to block the street, driveway, or entrances.
- **Do not** reenter the building until instructed to do so.

Clearing the Building

Area Floor: Technical Services

Person responsible for clearing area: Ass't Director for Collections Amy McColl

Backup 1: Assoc. College Librarian for Technical Services & Digital Initiatives Barb Weir

Backup 2: N/A

Describe procedures for evacuating the area, including disabled personnel or patrons:

Priority is to evacuate quickly. Cooperate with those in your immediate area as much as possible, but without risking safety.

Area Floor: Reference offices

Person responsible for clearing area: Ass't to the College Librarian Annette Newman

Backup 1: Social Sciences Librarian Melanie Maksin

Backup 2: N/A

Describe procedures for evacuating the area, including disabled personnel or patrons:

Priority is to evacuate quickly. Cooperate with those in your immediate area as much as possible, but without risking safety.

Area Floor: A&L

Person responsible for clearing area: Access & Lending Services Supervisor Alison Masterpasqua

Backup 1: Evening A&L Supervisor Mary Ann Wood

Backup 2: N/A

Describe procedures for evacuating the area, including disabled personnel or patrons:

Priority is to evacuate quickly. Cooperate with those in your immediate area as much as possible, but without risking safety.

Maintaining the Staff/Visitor Log

The following list designates who is responsible for maintaining the daily staff/visitor log(s) and bringing this information out of the building in the event of an evacuation.

Assembly Areas

Staff and patrons should gather in the following locations after an evacuation –

Area/Floor/Department: McCabe library staff

Staff member in charge of head count: Access & Lending Services Supervisor Alison Masterpasqua

Backup 1: Ass't to the College Librarian Annette Newman

Backup 2: Ass't Director for Collections Amy McColl

Assembly area/location: Clothier Hall, Parrish beach entrance

1.2 EMERGENCY NUMBERS

1.2.1 Emergency Services

Police/Sheriff –

Name: Swarthmore Police Dept

Phone: (610) 543-0123

Call 911

Fire Department –

Name: Swarthmore Fire and Protective Association

Phone: (610) 544-2732

Call 911

Ambulance –

Name: Swarthmore Fire and Protective Association
Phone: (610) 544-2732
Call 911

In-house Security –

Name: Public Safety
Phone: office - 610 328 8281
After-hours phone: emergency - 610 328 8330
Cell phone:

Security monitoring company –

Name:
Phone:
After-hours phone:
Cell phone:

Local emergency management –

Name:
Phone:
After-hours phone:
Cell phone:

Regional emergency management –

Name:
Phone:
After-hours phone:
Cell phone:

Poison Information Center: 1-800-222-1222

1.2.2 Maintenance/Utilities

For additional information about the building and systems, see Appendix A.

Facilities maintenance department –

Name: Facilities Management
Contact: Ralph Thayer
500 College Ave
Swarthmore, PA 19081
Phone: 610 328 8278
Cell phone:
Pager:
Email: rthayer1@swarthmore.edu

Janitorial service –

Name: Environmental Services
Contact: Patti Shields
500 College Ave
Swarthmore, PA 19081
Phone: 610 328 8014
Cell phone:
Pager:
Email: pshield1@swarthmore.edu

Electrician –

Name: Workbox
Contact: Carolyn Vance
,
Phone: 610 328 8280
Cell phone:
Pager:
Email: workbox@swarthmore.edu

Plumber –

Name: workbox
Contact: Carolyn Vance
,
Phone: 610 328 8280
Cell phone:
Pager:
Email: workbox@swarthmore.edu

Carpenter –

Name: Workbox
Contact: Carolyn Vance
,
Phone: 610 328 8280
Cell phone:
Pager:
Email: workbox@swarthmore.edu

Exterminator –

Name: Workbox
Contact: Carolyn Vance

Phone: 610 328 8280
Cell phone:
Pager:
Email: workbox@swarthmore.edu

Gas company –

Name: workbox
Contact: Carolyn Vance

Phone: 610 328 8280
Cell phone:
Pager:
Email: Workbox@swarthmore.edu

Electric company –

Name: Workbox
Contact: Carolyn Vance

Phone: 610 328 8280
Cell phone:
Pager:
Email: Workbox@swarthmore.edu

Water utility company –

Name: Workbox
Contact: Carolyn Vance

610 328 8280,
Phone:
Cell phone:
Pager:
Email: Workbox@swarthmore.edu

Telephone company –

Name: Workbox
Contact: Carolyn Vance

Phone: 610 328 8280
Cell phone:
Pager:
Email: Workbox@swarthmore.edu

Elevator company –

Name: Workbox
Contact: Carolyn Vance

Phone: 610 328 8280
Cell phone:
Pager:
Email: Workbox@swarthmore.edu

Heating system service –

Name: Workbox
Contact: Carolyn Vance

Phone: 610 328 8280
Cell phone:
Pager:
Email: Workbox@swarthmore.edu

Cooling system service –

Name: Workbox
Contact: Carolyn Vance

Phone: 610 328 8280
Cell phone:
Pager:
Email: Workbox@swarthmore.edu

Security system service –

Name: Workbox
 Contact: Carolyn Vance
 Phone: 610 328 8280
 Cell phone:
 Pager:
 Email: Workbox@swarthmore.edu

1.3 EMERGENCY CALL LIST

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 institution's 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 for additional contact information.

<u>Staff member</u>	<u>Estimated response time</u>
1 – Library Director Peggy Seiden	5 minutes
2 – Access & Lending Services Supervisor Alison Masterpasqua	5 minutes
3 – Ass't to the College Librarian Annette Newman	5 minutes
4 – Assoc. College Librarian for Technical Services & Digital Initiatives Barb Weir	5 minutes
5 – Ass't Director for Collections Amy McColl	15 minutes

1.4 LIST OF STAFF/KEY PERSONNEL

The following is a list of all 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).

First Name: Kate
Last Name: Carter
Title: Digital Initiatives Librarian
Work phone/extension: 610 328 8485
Work email: kcarter2@swarthmore.edu
1302 Pine St
Apt 2F
Phila, PA 19017

Home phone:
Cell phone: 310 368 3842
Pager:
Home Email:

First Name: Paula
Last Name: Dale
Title: Exec. Ass't for Facilities & Services
Work phone/extension: 610 328 8195
Work email: pdale@swarthmore.edu

,
Home phone:
Cell phone:
Pager:
Home Email:

First Name: Donna
Last Name: Fournier
Title: Dance & Music Librarian
Work phone/extension: 610 328 8131
Work email: dfourni1@swarthmore.edu

,
Home phone:
Cell phone:
Pager:
Home Email:

First Name: Anne
Last Name: Garrison
Title: Humanities Librarian
Work phone/extension: 610 328 8492
Work email: agarris1@swarthmore.edu
208 E. Fifth St
Media, PA 19063
Home phone: 610 892 3720
Cell phone: 610 328 2012
Pager:
Home Email:

First Name: Chris
Last Name: Gebert
Title: Access & Lending Technology Specialist
Work phone/extension: 610 328 8480
Work email: cgeb1@swarthmore.edu
Phila, PA
Home phone:
Cell phone: 215 694 1567
Pager:
Home Email:

First Name: Pam
Last Name: Harris
Title: Outreach & Instruction Librarian
Work phone/extension: 610 690-2056
Work email: pharris1@swarthmore.edu
324 N. Princeton Ave.
Swarthmore, PA 19081
Home phone: 610 328 9004
Cell phone:
Pager:
Home Email:

First Name: Sarah
Last Name: Hartman-Caverly
Title: Serials & Electronic Resources Specialist
Work phone/extension: x7815
Work email: shartma1@swarthmore.edu
112 N. Essex Ave
Apt 2
Narberth, PA 19072
Home phone: 484 270 8556
Cell phone: 484 844 0709
Pager:
Home Email:

First Name: Melinda
Last Name: Kleppinger
Title: Government Documents Specialist
Work phone/extension: 8481
Work email: mkleppi1@swarthmore.edu
2920 Moser St
Aston , PA 19014
Home phone:
Cell phone: 610 955 1341
Pager:
Home Email:

First Name: Spencer
Last Name: Lamm
Title: Digital Initiatives Librarian
Work phone/extension: x8541
Work email: slamm1@swarthmore.edu
1624 S. 12th St
Phila , PA 19148
Home phone: 267 639 3153
Cell phone: 206 229 8913
Pager:
Home Email:

First Name: Melanie
Last Name: Maksin
Title: Social Sciences Librarian
Work phone/extension: 690-5786
Work email: mmaksin1@swarthmore.edu
117 S. Chester Rd
Apt 407
Swarthmore, PA 19081
Home phone: 610 543 4741
Cell phone: 727 207 2586
Pager:
Home Email:

First Name: Alison
Last Name: Masterpasqua
Title: Access & Lending Services Supervisor
Work phone/extension: 610 328 8478
Work email: amaster1@swarthmore.edu
211 Park Ave
Swarthmore, PA 19081
Home phone:
Cell phone: 610 324 6276
Pager:
Home Email:

First Name: Amy
Last Name: McColl
Title: Ass't Director for Collections
Work phone/extension: 610 328 8484
Work email: amccoll1@swarthmore.edu
123 W. Fourth St
Media, PA 19063
Home phone: 610-565-8032
Cell phone:
Pager:
Home Email:

First Name: Susanna
Last Name: Morikawa
Title: Archival Specialist, FHL
Work phone/extension: 610-328-8542
Work email: smorika1@swarthmore.edu
609 Ogden Ave
Swarthmore, PA 19081
Home phone: 610 544 6481
Cell phone:
Pager:
Home Email:

First Name: Annette
Last Name: Newman
Title: Ass't to the College Librarian
Work phone/extension: 610 328 8489
Work email: anewman2@swarthmore.edu
418 Park Ave
Swarthmore, PA 19081
Home phone: 610-543-4856
Cell phone:
Pager:
Home Email:

First Name: Jinny
Last Name: Schiffer
Title: Environmental Health & Safety Officer
Work phone/extension: 610 328 8564
Work email: jschiff1@swarthmore.edu

Home phone:
Cell phone:
Pager:
Home Email:

First Name: Peggy
Last Name: Seiden
Title: Library Director
Work phone/extension: 610 328 8489
Work email: pseiden1@swarthmore.edu
348 Vassar Ae
Swarthmore, PA 19081
Home phone: 610-604-4520
Cell phone: 610 500 1106
Pager:
Home Email:

First Name: Meg
Last Name: Spencer
Title: Sciences Librarian
Work phone/extension: 610 328 7685
Work email: mspence1@swarthmore.edu
716 Colwell Rd
Swarthmore, PA 19081
Home phone: 610 328 0498
Cell phone: 484 326 9828
Pager:
Home Email:

First Name: Barb
Last Name: Weir
Title: Assoc. College Librarian for Technical Services & Digital Initiatives
Work phone/extension: 610 328 8443
Work email: bweir1@swarthmore.edu
518 School Lane
Swarthmore, PA 19081
Home phone: 610 328 4472
Cell phone: 610 306 6083
Pager:
Home Email:

First Name: Mary Ann
Last Name: Wood
Title: Evening A&L Supervisor
Work phone/extension: x8274
Work email: mwood1@swarthmore.edu
258 Rambling Way
Springfield, PA 19064
Home phone: 610 328 3355
Cell phone: 610 717 7322
Pager:
Home Email:

1.5 DISASTER RESPONSE TEAM

1.5.1 Disaster Response Team Responsibilities

This section lists which members of the disaster team will fill the roles likely to be needed during an emergency. Specific descriptions of the duties of each team member are found in Appendix B.

Disaster Response Team Leader: Access & Lending Services Supervisor Alison Masterpasqua

Backup#1: Ass't to the College Librarian Annette Newman

Backup#2: Ass't Director for Collections Amy McColl

Administrator/Supplies Coordinator: Ass't to the College Librarian Annette Newman

Backup: Access & Lending Services Supervisor Alison Masterpasqua

Collections Recovery Specialist: Ass't Director for Collections Amy McColl

Backup: Archival Specialist, FHL Susanna Morikawa

Subject Specialists –

Subject/Department: Humanities

Primary: Humanities Librarian Anne Garrison

Backup: Ass't Director for Collections Amy McColl

Subject/Department: Social Sciences

Primary: Social Sciences Librarian Melanie Maksin

Backup: Ass't Director for Collections Amy McColl

Subject/Department: Modern Languages

Primary: Outreach & Instruction Librarian Pam Harris

Backup: Ass't Director for Collections Amy McColl

Subject/Department: Rare Book Room

Primary: Ass't Director for Collections Amy McColl

Backup: Humanities Librarian Anne Garrison

Subject/Department: Gov't Docs

Primary: Government Documents Specialist Melinda Kleppinger

Backup: Social Sciences Librarian Melanie Maksin

Subject/Department: Locked Compact Shelving

Primary: Ass't Director for Collections Amy McColl

Backup: Access & Lending Services Supervisor Alison Masterpasqua

Work Crew Coordinator: Ass't to the College Librarian Annette Newman

Backup: Access & Lending Services Supervisor Alison Masterpasqua

Technology Coordinator: Access & Lending Technology Specialist Chris Gebert
Backup: Digital Initiatives Librarian Kate Carter

Building Recovery Coordinator: Ass't to the College Librarian Annette Newman
Backup: Access & Lending Services Supervisor Alison Masterpasqua

Security Coordinator: Access & Lending Services Supervisor Alison Masterpasqua
Backup: Ass't to the College Librarian Annette Newman

Public Relations Coordinator: Library Director Peggy Seiden
Backup: Assoc. College Librarian for Technical Services & Digital Initiatives Barb Weir

Documentation Coordinator: Ass't Director for Collections Amy McColl
Backup: Ass't to the College Librarian Annette Newman

1.6 ADVANCE WARNING – EMERGENCY PREPARATIONS

This section describes precautions to be taken if you have advance warning of an emergency (e.g., hurricane, flood, wildfire). If you are using dPlasn in Depth, the events that you have indicated pose the greatest risk to your institution are listed first.

1.7 EMERGENCY INSTRUCTIONS

1.7.1 Water Damage (Minor)

These instructions cover cases in which a small amount of clean (not contaminated) water leaks into a collection area. If sewage or other dangerous substances contaminate the water, protective clothing must be worn, and it is best to enlist professional assistance.

1. If possible, determine the source of the water leak.
2. If possible, cut off the water. Location and procedures for the main water shut-off valve are as follows –

Main water shut-off valve: Lower Level - Peace Collection - caged area - 4th aisle on right
Procedures: Valve is behind pipe inside panel

3. Notify the person in charge of building facilities maintenance, also call the people on the **Emergency Call List** as necessary.

Facilities Maintenance –

Name: Facilities Management
Contact: Ralph Thayer
500 College Ave
Swarthmore, PA 19081
Phone: 610 328 8278
After-hours phone: 610 328 8281 (Pub Safety)
Pager:
Email: rthayer1@swarthmore.edu

4. Protect the collections from further damage as appropriate by –
 - (a) To the extent possible, move wet or vulnerable items to a dry, secure location nearby.
 - (b) If water is coming from above, protect collections by covering them with plastic sheeting. See Appendix C: **In-House Supplies** for the location of in-house supplies.
 - (c) If water is coming in on the floor, use books trucks (again, see Appendix C for in-house supplies) to relocate materials to a safe area, starting with the materials closest to the floor.
5. See the **Recovery** section of this plan for instructions on drying wet collections.

1.7.2 Fire

These instructions cover cases of fire (or activation of the fire detection system) in your building.

1. If you see fire or smell smoke, activate the nearest fire alarm.
2. Call the Fire Department –

Name: Swarthmore Fire and Protective Association
Phone: (610) 544-2732
Call 911
3. If it is safe to do so, determine the location and source of the fire. If the fire detection or suppression system has been activated, check the fire alarm annunciator panel.

Location of the fire alarm annunciator panel: sub basement - mechanical room - in caged area
Procedures for checking the panel are as follows: yellow light indicates alarm for that area was disturbed
red light indicates an emergency in that area of building or in unit of HVAC system.
all info also shows up at Public Safety in Ben West house
4. If it is safe to do so, turn off computers and equipment, and close fire doors.
5. Evacuate the building. See the **Evacuation Procedures** elsewhere in this plan.
6. From a safe location, contact the people on the **Emergency Call List** , as well as the person in charge of building facilities maintenance.

Facilities Maintenance –

Name: Facilities Management
Contact: Ralph Thayer
500 College Ave
Swarthmore, PA 19081
Phone: 610 328 8278
After-hours phone: 610 328 8281 (Pub Safety)
Pager:
Email: rthayer1@swarthmore.edu

REMEMBER –

- Report the fire first, **do not** try to put it out first. If you are in immediate danger, evacuate first, then report the fire.
- **Do not** try to extinguish the fire if it is larger than a small garbage can.
- Always keep your back to your escape route.

1.7.3 Mold

If you discover mold on collections –

- Find out what is causing the mold growth. Look first for an obvious source of moisture such as a water leak. If there is no obvious source of moisture, look for less obvious problems, such as high humidity in a particular area, poor air circulation, or condensation along an outside wall.
- Consult a mycologist to ensure that no toxic mold species are present. If toxic molds are present, **do not** handle any materials yourself.
- Modify the environment so that it is no longer conducive to mold growth. Stop any leaks, remove standing water, and/or bring in dehumidifiers to reduce humidity. Keep the climate well below 70 degrees Fahrenheit and 50 percent relative humidity. Be sure to monitor temperature and humidity with a reliable monitoring instrument. Also minimize air circulation, as this can spread mold spores to other areas of the collection. Open and close doors as little as possible, block off air return vents (if possible) so that spores are not spread in the air handling system, and **do not** run fans.
- Isolate the affected items. Transfer them to an isolation room (this room should have low temperature and humidity, and should not use the same air-handling equipment as collection storage areas). Transfer materials in sealed plastic bags (see Appendix C: In-House Supplies and Appendix D: External Suppliers and Services) so that other materials are not contaminated during the move.
- Decide whether the affected items need to be retained. It may be possible to replace them easily. If they are not of long-term value, it may be possible to discard them. Alternatively, they could be microfilmed or photocopied, although they may have to be cleaned first.

- **For items that need to be retained, consult a preservation professional before proceeding with drying and/or cleaning. In the past librarians have been instructed that it is possible to clean up small outbreaks of mold themselves, but over time it has become clear that this recommendation is problematic.** Even molds that are not defined as toxic can cause people who work with them to develop debilitating allergies. Unfortunately, no standards exist to specify “safe” or “unsafe” levels of mold exposure. The severity of health problems depends on the type of mold, the amount of exposure, and the susceptibility of the exposed person. To be protected when cleaning moldy materials, one must wear a particulate respirator that filters 99.97 percent of particles from the air (also known as a respirator with a HEPA filter). The use of respirators in the workplace is governed by OSHA (Occupational Safety and Health Administration) regulations, which specify the type of respirator to be used in various situations, fit testing procedures, and training procedures. The regulations also require approval from a medical practitioner that the person is physically fit to wear this type of respirator. There may be liability issues if the institution does not comply with these regulations. While repositories that are part of a larger institution with a health and safety office may have the ability to comply with the regulations, smaller repositories are likely to find it more difficult.
- If the institution decides that it is unable to dry and/or clean moldy items that need to be retained, or if mold is discovered on a large amount of material (e.g., in whole stack ranges, drawers, or rooms), it is best to work with a commercial company experienced in dealing with water damage and mold cleanup. See Appendix D: External Suppliers and Services for recommended service providers.
 - If there will be a delay in transferring wet materials to a salvage company, freeze the affected items to avoid further mold damage. They can later be thawed and dried in small batches, or they can be vacuum freeze dried (with the exception of photographs).
- If the institution decides to clean up the mold in-house, following the OSHA guidelines referenced above, the moldy materials will need to be dried (if they are wet) and then cleaned. As noted above, wet and moldy items should be frozen if they cannot be dried immediately. They can later be thawed and dried in small batches. Instructions for drying and cleaning moldy collections can be found in NEDCC’s “Emergency Salvage of Moldy Books and Paper” <http://www.nedcc.org//plam3/tleaf39.htm> and “Managing a Mold Invasion: Guidelines for Disaster Response,” <http://www.ccaha.org> by Lois Olcott Price (Conservation Center for Art and Historic Artifacts, 1996).
- Sterilize the affected storage area(s), and the climate control system if possible.

1.8 SALVAGE PRIORITIES

Setting priorities for salvaging collections, institutional records, and other important materials 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 for salvage. Materials could be lost while valuable time is wasted deciding what to save. A listing of priority materials and equipment allows the institution to concentrate on the most important items that are accessible for salvage.

Following is a list of the most important materials (collections, office files, computers, and/or data) to salvage in case of a disaster. See Appendix F: Salvage Priorities (Details) for lists of salvage priorities for collections (overall and by department or area), institutional records (bibliographic and administrative), and information technology (data and equipment).

If you are using dPlan in Depth, you may have uploaded a floor plan showing the location of the highest priority materials; this can be found in Appendix G. If you are using dPlan Lite, we encourage you to create such a floor plan and manually include it with Appendix G. In either case, a copy of the floor plan should be shared with the fire department.

<u>Material or Equipment</u>	<u>Location (include floor and specific location)</u>
1 – FHL Collections	Level 1
2 – Rare Book Room	Level 3
3 – Peace Collection	Lower Level

1.9 INITIAL RESPONSE STEPS

This section provides a general outline of the initial steps that will need to be taken when an emergency causes more than minor damage to collections. Depending on the scope of the disaster, some of these actions may be carried out concurrently, while some may not be needed at all. For immediate response procedures for specific types of emergencies (fire, flood, power outage, etc.), or for minor damage to collections, see the section above. **In all cases, do not begin collection recovery efforts until the safety of staff and patrons has been assured.**

1.9.1 Notify Appropriate Personnel

- During working hours, contact the Disaster Response Team Leader.
Disaster Response Team Leader: Access & Lending Services Supervisor Alison Masterpasqua
- Outside of working hours, use the Emergency Call List . Keep calling until someone who can respond is found.

1.9.2 Assess the Damage

- **Begin to determine the extent of the damage.** The following questions will need to be answered, although you may not be able to get detailed answers at first.
 - What actually happened? How serious is the damage? How many and what type of materials are affected (e.g., general collections, local history materials, audio/visual materials, computers and data, plain paper, coated paper)? What kind of damage is it (e.g., water, fire, smoke)?

- If water is involved, what kind is it (e.g., clean, dirty, rain, river, sewer)? How much water is/was there? What is/was the source of the water (e.g., flooding, leaky pipe)? Has the water source been shut off or stopped so that further damage can be avoided? Is there standing water in the building? Are wet collections soaked or just damp?

- * If collections are soaked, they will need to be frozen ASAP. If they are on coated paper, they will also need to be frozen immediately. If they are damp and there is space to do so, they can be air-dried. See Section II: Recovery of this plan for general salvage instructions, and instructions for salvage of specific media.

- **If necessary, get clearance to enter the site.** 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 the building is delayed, work must proceed from the off-site command center that has been designated ahead of time.

Command center location (*off-site*): Haverford and/or Bryn Mawr campus

- **Once it is possible to enter the building, make a detailed damage assessment.** This should be done by the Disaster Response Team Leader, with assistance from other members of the team as needed.

Disaster Response Team Leader: Access & Lending Services Supervisor Alison Masterpasqua

- Remember to take photographs or video, and to document the damage in writing. At this point, you should begin filling out an Incident Report Form, located in Appendix E: Record Keeping Forms.

- **Call the insurance company or in-house contact (for self-insurance).** Insurance contact information is as follows –

See Appendix H: Insurance Information for more detailed information and specific procedures to be followed in case of damage or loss.

1.9.3 Prepare for Recovery of Collections

- **Get advice from a preservation professional.** Unless the disaster is very small, it is likely that you will want to contact a preservation professional to ensure that you are responding properly. In the event of a major disaster, you may need to arrange for a professional to provide on-site assistance.

Sources for preservation advice –

Professional Preservation Advice - Regional Centers

Organization: Conservation Center for Art & Historic Artifacts
Contact:
264 S. 23rd St
Phila, PA 19103
Phone: 215.545.0613
After hours phone:
Web site: <http://www.ccaha.org/>
Specialty: Disaster assistance, emergency response suppliers and vendors, If documents are so damaged that they need immediate preservation outside the abilities of our library staff, the library may hire a document preservation firm to do direct preservation work – such as vacuum drying, freeze drying, or interleaving. However, the library must have prior consent from the Environmental Health and Safety Officer and one member of Senior Staff (preferably Sue Welsh or Stu Hain) before hiring a firm or consultant for any purpose other than direct document preservation.

Organization: Alliance for Response
Contact: Tom Claerson
tom.claerson@lyrasis.
,
Phone: 800.999.8558 ext. 2911
After hours phone:
Web site: <http://www.heritagepreservation.org/afr/index.html>
Specialty: Disaster Response; Response Tool Kit

Professional Preservation Advice - Conservators

Organization:
Contact:

,
Phone:
After hours phone:
Web site:
Specialty:

- **Determine whether additional personnel will be needed.** “If you are using dPlan in Depth, Appendix I: Volunteer/Temporary Personnel provides lists of potential volunteers and temporary workers.”
 - Establish a strategy for managing all staff, volunteers, and other workers who will be working at the site. All workers (volunteer or otherwise) will need to check in and check out. Records should be 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 E: Record-Keeping Forms for a Volunteer Sign-In/Sign-Out Form.
 - Staff and volunteers will need to be trained and supervised. The Collections Recovery Specialist and the Work Crew Coordinator will be in charge of this.

Collections Recovery Specialist: Ass't Director for Collections Amy McColl
Work Crew Coordinator: Archival Specialist, FHL Susanna Morikawa

- Snacks, meals, a rest area, and possibly counseling services will be needed. See Appendix I: Volunteer/Temporary Personnel for organizations that might assist in providing services for workers.

- **Establish a command post for the recovery effort.**

Potential sites are –

Command center location: Cornell Science Library
Alternate location #1: Underhill Dance & Music Library
Alternate location #2 (*off site*): Haverford and/or Bryn Mawr campus

- **Establish security procedures for the recovery site.** Only authorized persons should be allowed to enter the site 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.
- **Decide what will be salvaged and what will be discarded.** See Salvage Priorities for an overall list of priority materials. Additional salvage priorities for specific departments and types of material are found in Appendix F: Salvage Priorities (Detailed) . Remember that salvage priorities may need to be adjusted according to the extent and or type of damage.
- **Decide how the materials to be salvaged will be treated.** See General Salvage Procedures for a summary of 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 Appendix E: Record-Keeping Forms for this purpose.
- **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. We urge you to assess frequently (at least once a year) possible sites in your community: school gymnasiums, empty or partly-empty warehouses, church halls, businesses with temporary space.
- **Gather supplies and arrange for services.** Gather supplies and arrange for services. See Appendix C for a list of in-house supplies. See Appendix J for procedures for accessing emergency funds.

Appendix D: External Suppliers and Services includes a list of companies specializing in building and collections recovery. There are a small number of companies nationwide that have experience working with cultural institutions to recover buildings and collections. These companies provide a range of services, from building dehumidification, to vacuum freeze-drying, to mold remediation. If you are faced with a significant disaster, it is likely that you will need to contact one of them for assistance.

1.9.4 Stabilize the Building and Environment

If the emergency involves water (such as wet collections, furniture, carpeting, or even standing water), it is very important to quickly dry out the building and environment to avoid mold growth.

- **Do not** turn up the heat; this will not dry out the space and may encourage mold growth. If the outdoor humidity is low, open the windows.
- 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.
- Wet carpeting should be removed and wet furniture and standing water should be removed. Even if the 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. See Appendix D: External Suppliers and Services for companies that specialize in building dry out.
- 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 E: Record-Keeping Forms for an Environmental Monitoring Form.
- Facilities maintenance personnel and the Building Recovery Coordinator should work together to coordinate building recovery issues.

Facilities Maintenance Personnel –

Name: Facilities Management
Contact: Ralph Thayer
500 College Ave
Swarthmore, PA 19081
Phone: 610 328 8278
After-hours phone: 610 328 8281 (Pub Safety)
Pager:
Email: rthayer1@swarthmore.edu

Building Recovery Coordinator –

Primary: Ass't to the College Librarian Annette Newman
Backup: Access & Lending Services Supervisor Alison Masterpasqua

1.9.5 Communicate with the Media and the Public

- The disaster response team's Public Relations Coordinator will be responsible for all interaction with the media and the public. It is essential that no one else provide information.
- Press releases should be 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.

Public Relations Coordinator –

Primary: Library Director Peggy Seiden

Backup: Assoc. College Librarian for Technical Services & Digital Initiatives Barb Weir

SECTION 2

RECOVERY

2.1 GENERAL SALVAGE PROCEDURES

This section provides general background information on salvage techniques for water, mold, and fire-damaged collections.

2.1.1 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.

Local freezing companies are –

Local freezer (1) –

Name: Conservation Center for Art and Historic Artifacts
Contact: 264 S. 23rd St
Phila, PA 19103
Phone: 215.545.0613
After-hours phone:
Cell phone:
Regulations that must be complied with: CCAHA has the capacity for freezing 45 cubic feet of books or records.

If documents are so damaged that they need immediate preservation outside the abilities of our library staff, the library may hire a document preservation firm

Local freezer (2) –

Name: Orefield Cold Storage and Distribution Center, Inc.
Contact:
3824 Route 309
Orefield, PA 18069-2007
Phone: 610/395-8263
After-hours phone:
Cell phone:
Regulations that must be complied with:

Be aware, however, that not all paper-based materials can be frozen. The *Salvage of Specific Media* section indicates which materials should not 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 D: External Suppliers and Services* for a source of refrigerated trucks.

2.1.2 Drying Options

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 K: 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 L: Additional Resources for Salvage of Specific Media*.

Freezer-Drying

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 D: 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 recasing 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 D: External Suppliers and Services for on-site dehumidification service providers.

2.1.3 Packing

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 institution's 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 C: In-House Supplies and Appendix D: External Suppliers and Services for resources.

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. Packing instructions for specific types of collections can be found in the Salvage of Specific Media section below.

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 D: 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.

2.1.4 Documentation

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 E: 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.

2.1.5 Fire Damage

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.

2.1.6 Evaluation of Salvage Efforts

Once salvage has been completed, ensure that a Collection Incident Report Form (see Appendix E: 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.

2.2 SALVAGE OF SPECIFIC MEDIA

Following are very basic initial salvage instructions for the types of material found in your collections. Please note that detailed instructions are not provided here. If you wish to add them, such instructions are referenced in Appendix L: Additional Resources for Salvage of Specific Media. Also, if you wrote in additional types of material when you filled out the online forms, you are responsible for locating salvage instructions for those materials and adding them here. Again, see Appendix L: Additional Resources for Salvage of Specific Media.

The following salvage instructions have been adapted from: Walsh, Betty, Salvage at a Glance, in *WAAC Newsletter* Vol. 19 No. 2 (May 1997)

<http://palimpsest.stanford.edu/waac/wn/wn19/wn19-2/wn19-207.html>; Walsh, Betty, "Salvage Operations for Water-Damaged Archival Collections: A Second Glance," in *WAAC Newsletter* Vol. 19

No. 2 (May 1997)

<http://palimpsest.stanford.edu/waac/wn/wn19/wn19-2/wn19-206.html>; the salvage instructions sheets at the Minnesota Historical Society Emergency Response web site at

<http://www.mnhs.org/preserve/conservation/emergency.html>;

Fox, Lisa, Disaster Preparedness Workbook for U.S. Navy Libraries and Archives; and the Emergency Response and Salvage Wheel (National Task Force on Emergency Response). See the bibliography for complete citations.

2.2.1 Archival Materials

Documents with stable media should be frozen or dried within 48 hours. They can be air-dried or vacuum freeze dried. **Do not** separate single sheets. Pick up files by their folders, interleave between folders every two inches with freezer paper, and pack in milk crates or cartons, filling them three quarters full. If it is known from the outset that the records will be vacuum freeze dried, interleaving is not necessary.

Documents with soluble inks (felt pens, colored pens, ball point pen) should be dried or frozen immediately. **Do not** blot the surface. Interleave between folders with freezer paper and pack in milk crates or cartons. The documents can be air-dried or vacuum freeze dried.

2.2.2 Audio Recordings, Compact Discs

Immediately air dry discs. Dry paper enclosures within 48 hours. If disks have been exposed to seawater, rinse in clean water immediately. **Do not** scratch the surface. Pack vertically in crates or cardboard cartons. Dry discs vertically in a rack. **Do not** vacuum freeze dry. However, CD cases and paper booklets can be vacuum freeze dried.

2.2.3 Audio Recordings, Record Albums

Salvage shellac and acetate disks first, as they are sensitive to water. Dry within 48 hours. Freezing is untested; if it is necessary, freeze at above -18C (0F). Freeze or dry enclosures within 48 hours. Air dry, preferably with a record-cleaning machine. Hold discs by their edges. Avoid shocks and jolts during transport. Pack vertically in ethafoam-padded cases.

2.2.4 Audio Recordings, Tapes and Cassettes

Separate tapes into categories: dry tape, wet boxes only, and wet tapes. If water has condensed inside a cassette, treat the tape as wet. Immediately rinse off tapes soaked by dirty water or seawater. **Do not** unwind tapes or remove them from the reel. If they cannot be dried immediately, keep tapes wet, at their initial level of wetness (e.g., **do not** immerse tapes that are only wet on the outside of the tape pack). Tapes can stay wet for up to 72 hours if necessary, but care must be taken with tapes that have labels with water soluble adhesives and inks, or older tapes that may

disintegrate if immersed too long. To pack, keep tapes wet in plastic bags. Pack vertically in plastic crates or tubs. **Do not** freeze magnetic media.

Air dry by supporting the tapes vertically on blotting material or lay the reels on sheets of clean blotter. **Do not** touch magnetic media with bare hands. Use fans to keep the air moving, but **do not** blow air directly on the items. If humidity is high, use portable dehumidifiers to slowly bring the humidity down to 50 percent. Dry tapes that have paper boxes and labels within 48 hours if possible; be sure to keep the tapes near their boxes for identification purposes.

2.2.5 Books, General Collection

General books and pamphlets should be frozen or dried within 48 hours. They can be air-dried or vacuum freeze dried. **Do not** open or close wet books, and **do not** remove book covers. Gently shape closed books to reduce the distortion set into the book on drying. If the water is very dirty, and there is enough time and help, consider rinsing; see the *General Salvage* section above for instructions. To pack wet books, lay a sheet of freezer paper around the cover and pack spine down in a milk crate or cardboard box. Fill boxes only one layer deep. If books have fallen open, pack them “as is” in cartons or trays, stacking them in between sheets of freezer paper and foam. Oversized volumes can be packed flat in cartons or bread trays, 2-3 books deep.

Books with coated papers will stick together unless frozen or dried quickly. Freeze them, or keep them wet in cold water until they can be air dried.

2.2.6 Books, Rare

Cloth bindings should be frozen or dried within 48 hours. They can be air-dried or vacuum freeze dried. **Do not** open or close wet books, and **do not** separate the covers. To pack wet books, lay a sheet of freezer paper around the cover and pack spine down in a milk crate or cardboard box. Fill boxes only one layer deep. If books have fallen open, pack them “as is” in cartons or trays, stacking them in between sheets of freezer paper and foam. Oversized volumes can be packed flat in cartons or bread trays, 2-3 books deep.

Leather and vellum bindings must be air-dried under the supervision of a conservator, as they distort and disintegrate in water and are highly susceptible to mold growth. Dry them immediately or freeze them (if many books are involved) until they can be thawed and air-dried. **Do not** open or close wet books, and **do not** remove the covers. To pack them for freezing, separate with freezer paper and pack spine down in a milk crate or cardboard box, filling the box only one layer deep.

2.2.7 Computer CDs/CD-ROMs

If discs have been exposed to seawater, wash them in tap water immediately. Immediately air dry discs. Dry paper enclosures within 48 hours. **Do not** scratch the surface during rinsing or packing. Pack vertically in crates or cardboard cartons.

2.2.8 DVDs

Immediately air dry discs. Dry paper enclosures within 48 hours. **Do not** scratch the surface. Pack vertically in crates or cardboard cartons. Dry discs vertically in a rack. **Do not** vacuum freeze dry.

2.2.9 Manuscripts

Manuscripts on paper with stable media should be frozen or dried within 48 hours. They can be air-dried or vacuum freeze dried. **Do not** separate single sheets. Pick up files by their folders, interleave between folders every two inches with freezer paper, and pack in milk crates or cartons, filling them three quarters full. If it is known from the outset that the records will be vacuum freeze dried, interleaving is not necessary.

Manuscripts on paper with soluble inks (felt pens, colored pens, ball point pen) should be dried or frozen immediately. **Do not** blot the surface. Interleave between folders with freezer paper and pack in milk crates or cartons. The documents can be air-dried or vacuum freeze dried.

2.2.10 Maps and Plans

General considerations: For materials in map drawers, sponge standing water out of the drawers. Remove the drawers from the cabinet, ship and freeze them stacked up with 1 inch x 2 inch strips of wood between each drawer. Pack loose, flat maps in bread trays, flat boxes, or plywood sheets covered in polyethylene. Bundle rolled maps very loosely to go in small numbers to the freezer, unless facilities are available for conservators to unroll them.

Stable media should be frozen or dried within 48 hours. They can be air-dried or vacuum freeze dried. Use extra caution if folded or rolled. Pack in map drawers, bread trays, flat boxes, on heavy cardboard or poly-covered plywood.

Soluble media (maps and plans by reproductive processes and hand-colored maps) should be immediately frozen or dried. They can be air-dried or vacuum freeze dried. **Do not** blot. Interleave between folders and pack in map drawers, bread trays, flat boxes, on heavy cardboard or poly-covered plywood.

Drafting linens should be immediately frozen or dried. They are coated with starch and may stick together like coated papers. They can be air-dried by separating sheets and interleaving or vacuum freeze dried. **Do not** blot the surface, and avoid pressure—inks can smear away. Pack in containers lined with plastic—map drawers, bread trays, flat boxes, on heavy cardboard or poly-covered plywood.

Maps on coated papers should be immediately frozen or dried. Vacuum freeze drying is preferred. Pack in containers lined with plastic—map drawers, bread trays, flat boxes, on heavy cardboard or poly-covered plywood.

2.2.11 Microfiche

Microfiche should be frozen or dried within 48 hours. They should be air-dried immediately or thawed later and air-dried. To pack, interleave between envelopes and pack in milk crates.

2.2.12 Microfilm

Microfilm rolls should be rewashed and dried within 48 hours by a microfilm processor. **Do not** remove the film from the boxes; hold the boxes (and labels) together with rubber bands. Keep film wet. Wrap five cartons of film into a block with plastic wrap. Pack the blocks into a cardboard box lined with garbage bags.

Microfilm strips in jackets should be frozen or dried within 48 hours. They should be air-dried immediately or thawed later and air-dried. To pack, keep wet and pack in plastic bags inside a pail or box.

Aperture cards should be frozen or dried within 48 hours. They should be air-dried immediately or thawed later and air-dried. To pack, keep wet and pack in plastic bags inside boxes.

2.2.13 Newspapers

Bound or loose newspapers should be frozen or dried within 48 hours. They can be air-dried or vacuum freeze dried. Pack oversize materials flat.

2.2.14 Objects

In general when air drying, raise items off the floor on trestles, pallets, or lumber to allow air to circulate underneath the items. Sponges, clean towels, paper towels, or unprinted newsprint may be used to absorb excess moisture. Exchange wet for dry blotting material at least daily until items are dry. Check daily for mold growth.

Drying of *wood furniture* should begin within 48 hours to prevent mold growth. Wooden objects should be dried slowly, since fast drying can cause irreversible damage. In general, rinse and/or sponge surfaces gently to clean, blot, and air dry slowly. Inspect painted surfaces to identify blistered or flaking paint. **Do not** try to remove dirt or moisture; air dry slowly. Veneer should be held in place with weights or clamps while drying, but be sure to provide a protective layer between the weight and the veneer. Polychromed objects require immediate attention; consult a conservator.

Drying of *upholstered furniture* should also begin within 48 hours to prevent mold growth, and these items should also be dried slowly. Rinse off mud and remove cushions and other removable pieces. Wrap upholstered items in cloths (e.g., sheets, towels) to air dry and replace the cloths as they become damp. Wood parts should be blotted and air dried slowly.

Many ceramics generally will suffer little damage from short-term exposure to water, but there are exceptions. It is important to identify the type of ceramic and consult a conservator before drying, as procedures can vary. If the ceramic is broken, cracked, or has mineral deposits or old repairs,

place it in a clean, transparent polyethylene bag until it can be treated. Seal the bag and monitor it frequently for mold growth.

If a *stone object* has a smooth surface, blot it gently and air-dry. If the object has a rough surface or an applied finish, **do not** blot it. Air-dry it on a plastic screen or clean towel.

Metal objects can be rinsed and/or sponged and blotted, then air dried. If the object has an applied finish, **do not** blot or clean it. Air-dry it and keep any flaking surfaces horizontal.

2.2.15 Scrapbooks

Scrapbooks should be frozen or dried within 48 hours. If the scrapbook is not boxed and the binding is no longer intact, wrap in freezer paper before freezing. Vacuum freeze drying is preferred, although it should not be used for photographs. If scrapbooks are to be vacuum freeze dried, the photographs should be removed first. Air drying may be used for small quantities that are only damp or water-damaged around the edges. The scrapbooks should not have large amounts of coated paper or soluble adhesives. **Do not** move items until an area has been prepared to receive them. Large scrapbooks must be supported with boards.

2.2.16 Serials

Serials not on coated paper should be frozen or dried within 48 hours. They can be air-dried or vacuum freeze dried. **Do not** open or close wet volumes, and **do not** separate the covers. To pack them, separate with freezer paper and pack spine down in a milk crate or cardboard box. The box should be filled only one layer deep.

Serials on coated paper should be frozen or dried immediately to prevent the pages from sticking together. Vacuum freeze drying is preferred, although air drying by fanning the pages and interleaving is possible. **Do not** open or close wet volumes, and **do not** separate the covers. Keep the items wet and pack them spine down in containers lined with garbage bags.

2.2.17 Videotapes

Immediately rinse off tapes soaked by dirty water. Dry within 48 hours if they have paper boxes and labels. Otherwise, tapes can stay wet for several days. **Do not** freeze. Air dry. **Do not** touch magnetic media with bare hands. To pack, keep tapes wet in plastic bags. Pack vertically in plastic crates or tubs.

SECTION 3

REHABILITATION

(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 refiled.

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 –

- 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 A

FACILITIES INFORMATION

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

<u>Item</u>	<u>Location</u>	<u>Procedures</u>
Main water shut-off valve	Lower Level - Peace Collection - caged area - 4th aisle on right	Valve is behind pipe inside panel
Sprinkler shut-off valve	N/A	
Main electrical cut-off switch	sub-basement (use SW stairs) - mechanical room - in caged area	large handle on front of unit (there are 2 handles, electric is top one)
Main gas shut-off switch	N/A	
Oil cut-off switch	N/A	
Heating system controls	Sub-basement (use SW stairs) - Mechanical Room & Pent- house (use NE stairs)	Air Handler power supply controls in caged area of Mechanical Room; indi- vidual controls in Penthouse
Security system controls	Sub-basement (use SW stairs) - Mechanical Room - closet is to the right	Intrusion alarms in panel on wall and tied into fire alarm panel in caged area; alarm info also sent to Public Safety
Fire alarm annunciator panel red light indicates an emer- gency in that area of building or in unit of HVAC system. all info also shows up at Public Safety in Ben West house	sub basement - mechanical room - in caged area	yellow light indicates alarm for that area was disturbed

Other: Elevator mechanical room - next to elevator - sub-basement

Procedure: power supply switch is the larger panel; smaller panel controls lights in elevator

Other: Phone system - Sub-basement (use SW stairs) - Mechanical Room closet to the right

Procedure: This is the main distribution closet. Smaller sub-distribution closets - lower level next to NE stairs, Level 2, SW corner

APPENDIX B

DISASTER TEAM RESPONSIBILITIES

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.

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.

APPENDIX C

IN-HOUSE SUPPLIES

C.1 Basic Disaster Supply Kit

Person responsible for inventorying supplies/equipment: Access & Lending Services Supervisor
Alison Masterpasqua

Frequency of inventory (four times per year is recommended): twice a year - may and November

<u>Item</u>	<u>Recommended Quantity</u>	<u>Quantity</u>	<u>Location(s)</u>
Aprons, plastic	1 box (100)	0	(will purchase when needed)
Book trucks, hand carts	2	10+	Technical Services and Circulation
Brooms and dustpans	2	4+	Environmental Services Closets (each floor)
Buckets (plastic)	2	4+	Environmental Services Closets (each floor)
Camera with film (disposable)	1	0	_ _ _ _ _ _ _
Clipboard	2	4+	Technical Services and Circulation
Dehumidifiers, portable	2	0	(available from Facilities)

Ear plugs	20 pairs	0	(will purchase when needed)
Extension cords (50 ft., grounded)	2	1	Circulation
Fans, portable	2	4+	Technical Services and Circulation
First aid kit	1	1	Circulation
Flashlights (water-proof)	4 (or one per department)	4+	Technical Services and Circulation
Freezer bags (polyethylene, various sizes)	40	0	(will purchase when needed)
Garbage bags, plastic (30 or 42 gallon)	1 box (40)	4+	Environmental Services Closets (each floor)
Gloves (nitrile)	1 box (100)	2	Technical Services and Circulation
Markers (waterproof)	1 pkg.	4+	Technical Services and Circulation
Masks, protective	1 box (20)	2	Technical Services and Circulation
Milk crates/Rescubes	50	4+	Circulation
Mops	2	4+	Environmental Services Closets (each floor)
Paper - absorbent white blotter paper (used for drying loose paper materials)	200 sheets (11 inches x 13 inches - each)	0	(will purchase when needed)

Wet/dry vacuum	2	0	(available from EVS)
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C.2 Additional Supplies

<u>Item</u>	<u>Quantity</u>	<u>Location(s)</u>
Boots, rubber (or galoshes)	0	(will purchase when needed)
Boxes, cardboard	10+	Circulation and Receiving Room
Bubble wrap	+	IL and Receiving Room
Clothesline (nylon or 30 lb. monofilament)	0	(will purchase when needed)
Clothespins	0	(will purchase when needed)
Glasses (protective)	0	(will purchase when needed)
Hard hats	0	(available from Facilities)
Labels, self adhesive (even when wet)	0	_ _ _ _ _ _
Radio, battery-operated (with weather band)	0	_ _ _ _ _ _
Sponges, dry chemical (for removing soot)	0	(will purchase when needed)
Sump pump (portable)	0	(available from Facilities)
Tables, portable folding	0	(available from Facilities)
Tags with twist ties	0	(will purchase when needed)
Trash cans	0	(available from Facilities)
Walkie-Talkies	0	_ _ _ _ _ _

APPENDIX D

EXTERNAL SUPPLIERS AND SERVICES

D.1 Freezing Services

Local freezer (1) -

Name/Organization: Conservation Center for Art and Historic Artifacts
Contact: 264 S. 23rd St
Phila, PA 19103
Phone: 215.545.0613
After-hours phone:
Cell phone:
Regulations that must be complied with: CCAHA has the capacity for freezing 45 cubic feet of books or records.

If documents are so damaged that they need immediate preservation outside the abilities of our library staff, the library may hire a document preservation firm

Local freezer (2) -

Name/Organization:	Orefield Cold Storage and Distribution Center, Inc.
Contact:	3824 Route 309 Orefield, PA 18069-2007
Phone:	610/395-8263
After-hours phone:	
Cell phone:	
Regulations that must be complied with:	

D.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.

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-cubic-foot 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
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.

Polygon

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 capacity of 1000 cubic feet (12,500 volumes) at \$40 per cubic foot. The minimum job is 250 cubic feet.

D.3 Microfilm Salvage

Eastman Kodak Company

Disaster Recovery Laboratory
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.

D.4 Salvage - Electronic Data & Equipment

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
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.datarec.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
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.

ECO Data Recovery

4115 Burns Road
Palm Beach Gardens, FL 33410
Toll Free: (800) 339-3412
Telephone: (561) 691-0019
Fax: (561) 691-0014
Email: info@eco-datarecov.com
URL: <http://www.eco-datarecov.com>

Specializing in electronic data retrieval and restoration of failed hard drives.

ESS (Electronic System Services)

239 South Lewis Lane
Carbondale, IL 62901
Toll Free: (800) 237-4200
Toll Free: (888) 759-8758
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
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.

TexStar Technologies

3526 FM 528, Suite 200
Friendswood, Texas 77546
Telephone: (281) 282-9902
Fax: (281) 282-9904
Email: texstar@texstartech.com
URL: <http://www.texstartech.com/index.html>

Specializes in data recovery, computer security, software design, systems integration, and Internet services.

D.5 Salvage - Magnetic Media

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.specsbros.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.

D.6 Professional Preservation Advice - Regional Centers

Name/Organization: Conservation Center for Art & Historic Artifacts
Contact:
264 S. 23rd St
Phila, PA 19103
Phone: 215.545.0613
After hours phone:
Web site: <http://www.ccaha.org/>
Specialty: Disaster assistance, emergency response suppliers and vendors, If documents are so damaged that they need immediate preservation outside the abilities of our library staff, the library may hire a document preservation firm to do direct preservation work – such as vacuum drying, freeze drying, or interleaving. However, the library must have prior consent from the Environmental Health and Safety Officer and one member of Senior Staff (preferably Sue Welsh or Stu Hain) before hiring a firm or consultant for any purpose other than direct document preservation.

Name/Organization: Alliance for Response
Contact: Tom Clareson
tom.clareson@lyrasis.
,
Phone: 800.999.8558 ext. 2911
After hours phone:
Web site: <http://www.heritagepreservation.org/afr/index.html>
Specialty: Disaster Response; Response Tool Kit

D.7 Professional Preservation Advice - Conservators

Name/Organization:
Contact:

,
Phone:
After hours phone:
Web site:
Specialty:

D.8 External Sources for Supplies

<u>Item</u>	<u>Local Supplier Contact</u>	<u>Alternate Supplier Contact</u>
-------------	-------------------------------	-----------------------------------

Aprons, plastic	Swarthmore Hardware	Home Depot
Book trucks, metal	National Library Relocators	Clancy-Cullen
Boots, rubber	Target Department Store	Home Depot
Boxes, cardboard	McCabe Library	Taylor Rental
Brooms/dustpans	Environmental Services	Facilities Management
Buckets, plastic	Facilities Management	Environmental Services
Camera/film	Target Department Store	-----
CB radio/ham radio, nearest	Facilities Management	Swarthmore Borough Police
Clothesline (nylon or 30 lb. monofilament)	Swarthmore Hardware	Target Department Store
Construction materials (wood, screws, nails)	Facilities Management	Home Depot
Dehumidifiers, portable	Facilities Management	Home Depot
Dry ice	Roberts Oxygen	County Beverage
Extension cords (50 ft, grounded)	Facilities Management	Home Depot
Fans, portable	Facilities Management	Target Department Store
Freezer bags, polyethylene (various sizes)	Target Department Store	Home Depot
Freezer or waxed paper	Target Department Store	-----
Garbage bags, plastic (30 or 42 gallon)	Swarthmore Hardware	Target Department Store
Generator, portable	Facilities Management	Taylor Rental
Glasses, protective	Swarthmore Hardware	University Products, Inc
Gloves (leather work gloves)	Swarthmore Hardware	Home Depot
Gloves (nitrile)	University Products, Inc	Airgas Safety
Hard hats	Airgas Safety	Home Depot
Ladders	Facilities Management	Home Depot
Lighting, portable	Facilities Management	Home Depot
Milk crates, plastic – or Res-cubes	McCabe Library	ProText
Mops	Environmental Services	Home Depot
Other		-----
Paper towels	Environmental Services	Target Department Store
Paper – absorbent white blotter paper (used for drying loose paper materials)	Springfield Papers Specialties	Gaylord Bros.
Paper – uninked newsprint (used for interleaving wet materials)	Springfield Papers Specialties	-----
Phone, nearest off-site	Swarthmore Borough Police	-----
Plastic sheeting (heavy)	Facilities Management	University Products, Inc
Protective clothing, disposable	Facilities Management	Airgas Safety
Pump, portable	Facilities Management	Taylor Rental
Respirators	Facilities Management	Airgas Safety

Sand bags	Facilities Management	Home Depot
Security personnel (additional)	Public Safety	-----
Sponges (cellulose)	Swarthmore Hardware	Home Depot
Sponges, dry chemical (for removing soot)	Facilities Management	University Products, Inc
Tables, portable	Facilities Management	Taylor Rental
Thermohygrometer	Gaylord Bros.	University Products, Inc
Toilets, portable	Facilities Management	Taylor Rental
Trash cans	Environmental Services	Taylor Rental
Truck, refrigerated	Orefield Cold Storage and Distribution Center, Inc.	-----
Walkie-talkies	Facilities Management	Home Depot
Water hoses (with spray nozzles)	Facilities Management	Swarthmore Hardware
Wet/dry vacuum	Environmental Services	Home Depot

D.9 External Suppliers

Name/Organization: Airgas Safety
Contact: Cheryl-Lynn Malloy
7575 Holstein Ave
Phila, PA 19153
Phone: 866 718 0685
After hours phone:
Type of Materials safety supplies
Available:
Payment Info: Cheryl-lynn.malloy@airgas.com

Name/Organization: Clancy-Cullen
Contact: info@clancy-cullen.com
2339 Cross Bronx Expressway
Bronx, NY 10462
Phone: 877/252-6297
After hours phone:
Type of Materials
Available:
Payment Info:

Name/Organization: County Beverage
Contact:
119 S. Monroe St.
Media, PA 19063

Phone: (610) 566-2709
After hours phone:
Type of Materials dry ice
Available:
Payment Info:

Name/Organization: Demco
Contact:

,
Phone:
After hours phone:
Type of Materials Library supplies
Available:
Payment Info: username: anewman2
password:
podigy

Name/Organization: Environmental Services
Contact: Patti Sheilds
psheilds1@swarthmore.edu

,
Phone: x8014
After hours phone:
Type of Materials Cleaning supplies
Available:
Payment Info:

Name/Organization: Facilities Management
Contact: Carolyn Vance
workbox@swarthmore.edu

,
Phone: 8280
After hours phone:
Type of Materials
Available:
Payment Info:

Name/Organization: Gaylord Bros.
Contact: www.gaylord.com

,
Phone: 800 962 9580

After hours phone:
Type of Materials library suppliers
Available:
Payment Info:

Name/Organization: Home Depot
Contact:
300 MacDade Blvd
Folsom, PA 19033
Phone: (610)532-6884

After hours phone:
Type of Materials
Available:
Payment Info:

Name/Organization: McCabe Library
Contact: Alison Masterpasqua

Phone: ,
x8478
After hours phone:
Type of Materials boxes in circ dept and Rec Rm
Available:
Payment Info:

Name/Organization: National Library Relocators
Contact: info@nlrbookmovers.com
70 Bridge Road
Islandia, NY 11749
Phone: 800/486-6837
After hours phone:
Type of Materials book trucks, moving, storage
Available:
Payment Info:

Name/Organization: Orefield Cold Storage and Distribution Center, Inc.
Contact:
3824 Route 309
Orefield, PA 18069-2007
Phone: 610/395-8263
After hours phone:
Type of Materials
Available:

Payment Info:

Name/Organization: ProText
Contact: <http://www.protext.net/store/p/29-Rescube.aspx>
ProText@protext.net
,
Phone: (301) 320-7231
After hours phone:
Type of Materials Rescubes \$17.95 @; general disaster supplies
Available:
Payment Info:

Name/Organization: Public Safety
Contact: Owen Redgrave

,
Phone: x8067
After hours phone:
Type of Materials
Available:
Payment Info:

Name/Organization: Roberts Oxygen
Contact: 1230 Macdade Blvd
Glenolden, PA 19036
Phone: (610) 461-1952
After hours phone:
Type of Materials dry ice
Available:
Payment Info:

Name/Organization: Springfield Papers Specialties
Contact: springfieldcs@comcast.net
1754 Limekiln Pike at the Pennsylvania Turnpike
Fort Washington, , PA 19025
Phone: 215/643-2800
After hours phone:
Type of Materials blotting paper
Available:
Payment Info:

Name/Organization: Swarthmore Borough Police
Contact:
121 Park Ave
Swarthmore, PA 19081
Phone: (610) 543-0123
After hours phone:
Type of Materials off-campus phone, cb radio
Available:
Payment Info:

Name/Organization: Swarthmore Hardware
Contact:
11 S. Chester Rd
Swarthmore, PA 19081
Phone: (610) 543-0105
After hours phone:
Type of Materials
Available:
Payment Info:

Name/Organization: Target Department Store
Contact:
Springfield Mall
1200 Baltimore Pike
Springfield, PA 19064
Phone: (484) 470-2320
After hours phone:
Type of Materials
Available:
Payment Info:

Name/Organization: Taylor Rental
Contact:
101 State Rd
Media, PA 19063
Phone: 610-566-6450
After hours phone:
Type of Materials tables, cardboard boxes
Available:
Payment Info:

Name/Organization: University Products, Inc
Contact: www.universityproducts.com

517 Main St
PO Box 101
Holyoke, MA 01041-0101

Phone:

800 336 4847

After hours phone:

Type of Materials

Water Alert alarms, pest traps, polyester web, odor/pollution absorbers, dry cleaning sponges; blotting papers

Available:

Payment Info:

APPENDIX E

RECORD KEEPING FORMS

The following basic forms 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.

Please 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.

E.1 Collection Incident Report Form

This form should be used to keep a record of any incident that causes damage to collections. 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) involved (type and quantity):

Description of incident:

Damage to collections:

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

Date disaster area cleaned: -----

By whom: -----

Rehabilitation/disposition <i>(e.g., discard, replace, microfilm, photocopy, clean, repair, rebind)</i>	Description of items	Quantity of items	Person who authorized decision(s)	Date(s) treated	Date returned to shelf

E.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*):

E.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)

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

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

E.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

E.6 Bomb Threat Form

Date: _____

Time: _____ *am/pm*

Person receiving the call: _____

ASK THE FOLLOWING QUESTIONS –

Where is the bomb?

What does it look like? ___ *round* ___ *square* ___ *package* ___ *briefcase* ___ *Other:*

When will it detonate?

What will cause it to explode?

Why are you calling?

Why was it placed?

Who placed the bomb? _____

What is your name? _____

KEEP ASKING QUESTIONS UNTIL THE CALLER REFUSES TO ANSWER OR HANGS UP!!

Additional Information (write down everything you can remember):

Approximate age of caller: _____

Sex of caller: _____

Caller's exact words:

Describe the caller's voice and speech (e.g., high pitched, deep, raspy, soft, calm, angry):

Describe any background noise: (e.g., street noises, voices):

E.7 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:

APPENDIX F

SALVAGE PRIORITIES (DETAILED)

F.1 Salvage Priorities - Institutional Records

Administrative Records

<u>Name of record group</u>	<u>Location of records</u>
-	All pertinent records are computerized or also stored in other offices on campus

Bibliographic Records

<u>Name of record group</u>	<u>Location of records</u>
0 - Accession # Record Books	Compact shelving, however records are not a top priority

F.2 Salvage Priorities - Collections by Department or Area

Salvage Priorities by Department

<u>Collection</u>	<u>Department</u>	<u>Location</u>
- FHL & Peace Collection	Friends' Historical Library	The highest priorities are listed below. For a more complete list, including the Peace Collection, consult their Emergency document.

F.3 Salvage Priorities - Collections Overall

<u>Collection</u>	<u>Location</u>
1 – Rare Book Room	center of Level 3
2 – "The Nativity", "The Peaceable Kingdom"	FHL Curator's Office, Level 1, Northside of building
3 – John West portrait, Sharpless pastels, Lucretia Mott portrait, "Fugitive Slave" plaster by John Rogers	FHL Reading Room, Level 1, North side of building
4 – College records, "safe" boxes, meeting records, etc	caged area in Peace Collection, Lower Level
5 – Locked Compact Shelving	next to Receiving Room, Lower Level, west side of building
6 – Classics Dept relics	1 glass case on either side of current periodical lounge, center of Level 2

F.4 Overall Institutional Salvage Priorities

<u>Collection</u>	<u>Location</u>
1 – FHL Collections	Level 1
2 – Rare Book Room	Level 3
3 – Peace Collection	Lower Level

APPENDIX G

FLOOR PLANS

Prepare floor plans of your building that clearly indicate the location of important equipment. Prepare one set of floor plans for each of the following –

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

APPENDIX H

INSURANCE INFORMATION

Insurance Agent: Federal Insurance Co.
Contact Person: Cathy Caton
Address 1: 1018 W. Ninth Avenue
Address 2: Suite 100
City/State/Zip: King of Prussia, PA 19406
Primary Phone: 610-205-6150
Cell Phone: 484 340 7519
After House Phone: 800 252 4670
Type of Insurance: see below
Policy Number: 35874831
Deductible: xxxxxxxx
Insurance Agent: Federal Insurance Co.

Coverage:

Commercial property, auto, and umbrella

Fine arts

Workman's Compensation

Educators' legal liability

General Liability

Umbrella Accessibility

Licensed Accessibility

Procedures required in case of damage or loss

Crisis/disaster MUST be recorded with Public Safety and Environmental Safety Officer; also contact Eileen Petula, x8399, Comptroller's Office, and Sue Welsh, x8316, VP for Finance & Treasurer.

APPENDIX I

VOLUNTEER/TEMPORARY PERSONNEL

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 institution's 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.

I.1 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.

The American Red Cross provides counseling and other services –

The American Red Cross National Headquarters
2025 E Street, NW
Washington, DC 20006
Phone: (202) 303-4498

The Red Cross web site <http://www.redcross.org> provides a search tool to locate your local chapter.

APPENDIX J

EMERGENCY FUNDS

J.1 In-House Funds

Persons who are authorized to disburse funds –

Name/Title

Library Director Peggy Seiden

Disbursement procedures

If documents are so damaged that they need immediate preservation outside the abilities of our library staff, the library may hire a document preservation firm to do direct preservation work – such as vacuum drying, freeze drying, or interleaving.

However, the library must have prior consent from the Environmental Health and Safety Officer and one member of Senior Staff (preferably Sue Welsh or Stu Hain) before hiring a firm or consultant for any purpose other than direct document preservation.

Assoc. College Librarian for Technical Services & Digital Initiatives Barb Weir

Persons authorized to use the institutional credit card –

Name/Title

Assoc. College Librarian for Technical Services & Digital Initiatives Barb Weir

Procedures

Barb Weir holds the card; copies of orders should go to Dani Martin

Persons who can provide authorization for large purchase orders –

Name/Title

Library Director Peggy Seiden

Procedures

If documents are so damaged that they need immediate preservation outside the abilities of our library staff, the library may hire a document preservation firm to do direct preservation work – such as vacuum drying, freeze drying, or interleaving.

However, the library must have prior consent from the Environmental Health and Safety Officer and one member of Senior Staff (preferably Sue Welsh or Stu Hain) before hiring a firm or consultant for any purpose other than direct document preservation.

Purchases >\$10,000 require approval from the Provost's office

purchases >\$50,000 require approval from the President's office

Institutional charge accounts –

Organization:	Visa, US Bank
Contact:	Cathy Cinquina, Business Office
Phone:	610 328 8366
After-hours phone:	
Access procedures:	
Persons authorized to incur charges:	

J.2 Additional Funds

If additional funds are needed, contact –

APPENDIX K

DISASTER RECOVERY CONTRACT

K.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 preformed. The nature of the work to be preformed 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 clean up of a disaster site. A review of the contractor's 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/drp.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.

K.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.

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
Boroscope
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

Steamatic 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.
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
Odromatic
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.*

APPENDIX L

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/leaf38.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//plam3/leaf37.htm>.

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>.

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.fema.gov/ehp/ers_wl.shtm. This information is from the *Emergency Response and Salvage Wheel*, 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
- Record Albums
- Scrapbooks
- Textiles and Clothing
- Textiles: Costume Accessories
- Vellum and Parchment: Bindings and Documents
- Wood

National Park Service. *Conservograms*. Available at http://www.cr.nps.gov/museum/publications/conservoogram/cons_toc.html.

See the section on Emergency Preparedness, which includes the following:

- 21/1 Health and Safety Hazards Arising from Floods
- 21/2 An Emergency Cart for Salvaging Water-Damaged Objects
- 21/3 Salvage of Water-Damaged Collections: Salvage at a Glance
- 21/4 Salvage at a Glance, Part I: Paper Based Collections
- 21/5 Salvage at a Glance, Part II: Non-Paper Based Archival Collections
- 21/6 Salvage at a Glance, Part III: Object Collections
- 21/7 Salvage at a Glance, Part IV: Natural History Collections
- 21/8 Salvage at a Glance, Part V: Textiles

Patkus, Beth Lindblom, "Emergency Salvage of Moldy Books and Paper", in *Preservation of Library and Archival Materials: A Manual*, edited by Shereilyn Ogden. Andover, MA: Northeast Document Conservation Center, 1999. Available at <http://www.nedcc.org//plam3/tleaf39.htm>.

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>.

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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 M

PRE-DISASTER COMMUNICATION WITH EMERGENCY SERVICES

M.1 Fire Department

APPENDIX N

COMMAND CENTER/TEMPORARY SPACE

In a disaster, temporary space may be needed onsite or offsite for a command post, temporary relocation of collections, or for drying collections.

dPlan Lite users: **dPlan in Depth** allows you to enter information about locations for temporary storage or drying of collections.

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:	Cornell Science Library
Alternate location #1:	Underhill Dance & Music Library
Alternate location #2 (<i>off-site</i>):	Haverford and/or Bryn Mawr campus

APPENDIX O

INFORMATION TECHNOLOGY

O.1 Emergency Contact Information

The following people and organizations can provide assistance in case of temporary information systems failure or damage. Remember that it is very important to keep all account numbers and passwords current, and to indicate who on staff knows them.

dPlan Lite users: **dPlan in Depth** also allows you to enter information about procedures for a serious emergency requiring relocation of computers and services.

Information Technology Department (for problems with hardware and software)

Department name:	Client Services, ITS
Contact:	Help desk help@swarthmore.edu
Phone:	610 328 4357
After-hours phone:	489 885 7768
Pager:	

Remote Storage Site for Backups

In-house staff member who is familiar with account details and passwords: Digital Initiatives Librarian Spencer Lamm

Organization name: Bryn Mawr Library
Contact: Randall

Phone: ,
After-hours phone:
Pager:
Account number:
Procedures for retrieving backups in an emergency: Local back-ups performed by ITS; Tripod back-ups performed by Bryn Mawr

Internet service provider

In-house staff member who is familiar with account details and passwords: Access & Lending Technology Specialist Chris Gebert

Organization name: ITS
Contact: Help Desk
help@swarthmore.edu

Phone: 610 328 4357
After-hours phone: 489 885 7768
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: Digital Initiatives Librarian Kate Carter

Organization name: ITS
Contact: Help Desk
help@swarthmore.edu

Phone: 610 328 4357
After-hours phone: 489 885 7768
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: Serials & Electronic Resources Specialist Sarah Hartman-Caverly

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: Assoc. College Librarian for Technical Services & Digital Initiatives Barb Weir

Regional network name: Innovative Interfaces, Inc
Contact: Berry Chamness
bchamness@brynmawr.edu

Phone: 610 526 5295
After-hours phone: 215 917 8166
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?):

O.2 Data Backup

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: all
Location of data: BMC Storage Accuracy Network
Person responsible for backup: Digital Initiatives Librarian Spencer Lamm
On site location of backup: Bryn Mawr College
Off site location of backup: reliable company, usa
Frequency of backup: nightly; moved to a fireproof storage facility every 7 days

APPENDIX P

PREVENTION AND PROTECTION

Assessing risks, engaging in preventive building maintenance, maintaining information about building systems, and putting in place consistent opening and closing procedures can prevent disasters that might damage collections, as well as protect collections from any disasters that do occur.

dPlan Lite users: **dPlan in Depth** allows you to enter detailed information about prevention and protection activities.

APPENDIX Q

STAFF TRAINING

Staff training is crucial to successful disaster planning. It should begin with the members of the disaster planning and response teams, and expand to include all staff. In particular, training staff in the mechanics of the plan ensures that they will be familiar with it and be able to use it effectively if an emergency occurs.

Disaster Planning Team

The disaster planning team can be trained in a variety of ways. Team members should certainly be encouraged to educate themselves through the use of books and articles on disaster planning, and to monitor online resources such as list-servs and web sites relating to disaster planning. More formal types of training should also be offered, such as disaster planning workshops by outside agencies or in-house training sessions (e.g., seminar, group discussion, case study exercise). Whatever type of training is chosen, the leader of the disaster planning team should be responsible for ensuring that all members of the team are periodically given the opportunity for additional training to keep up to date on new developments in disaster planning.

Disaster Response Team

It is crucial for all members of the Disaster Response Team to receive training (preferably hands-on) in first response procedures, salvage methods for damaged collections, and procedures for recognizing and dealing with any hazards that might be present at the disaster site. The fundamental goals of training should be to familiarize the team with all elements of the disaster plan and to give them experience working together as a team.

There are various possible training methods, but remember that practical and hands-on training will be the most effective. Options include:

- Formal disaster response/recovery workshops (offered by library and conservation organizations)
- First aid and/or CPR training
- In-house training (e.g., hands-on sessions focused on specific topics, “tabletop” disaster exercises, or mock disasters)

- Individual use of books and articles on disaster response, salvage, recovery, and rehabilitation
- o Individual use of online resources (such as list-servs and web sites) to keep up-to-date on new developments in disaster response, salvage, and recovery methods for collections

Subjects that should be addressed include:

- Team-building
- Handling wet and damaged collections
- Recovery procedures and the use of equipment
- Workplace health and safety (relating to emergency response)
- Proper use of protective clothing and equipment
- Hazards of exposure to mold
- Crisis counseling

General Staff Training

The importance of training all staff in emergency procedures and implementation of the disaster plan cannot be overstated. Staff members are often the first line of defense against disasters, observing problems as they occur. They must be able to recognize that there is a problem, know how to respond, and know whom to call.

dPlan Lite users: **dPlan in Depth** allows you to enter detailed information about staff training activities undertaken by your institution.

APPENDIX R

SELECTED BIBLIOGRAPHY

The following basic resources should be used as a starting point to explore areas of further interest in disaster planning. See also Appendix L: Additional Resources for Salvage of Specific Media.

American Institute for Conservation (AIC), Disaster Response and Recovery, at <http://aic.stanford.edu>. The professional organization for conservators in the U.S. Includes tips for salvaging water damaged collections.

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An Ounce of Prevention: Integrated Disaster Planning for Archives, Libraries, and Record Centres, 2nd edition. Lanham, Maryland and London: The Scarecrow Press, Inc. and Canadian Archives Foundation, 2002.

Information here/below is ONLY for institution's located in Massachusetts.