

Library Disaster Plan



Harborfields Public Library

Adopted 2016
Revised 2017

Chapter

INTRODUCTION

General Information

This disaster plan was completed by Ryan Athanas on 8/10/2018. 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:	Library Director Carol Albano
Department:	Administration
Location of Copy:	Director'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 October, 2015. Responsibilities for updating the various sections of the plan have been assigned as follows –

Staff list/Disaster Team lists:	Assistant Director Ryan Athanas
Facilities information/floor plans:	Building Supervisor Kevin Crowley
Information technology:	Assistant Director Ryan Athanas
Insurance:	Library Director Carol Albano
Institutional salvage priorities:	Library Director Carol Albano
Evacuation instructions:	Library Director Carol Albano
Emergency numbers:	Assistant Director Ryan Athanas
In-house supplies:	Building Supervisor Kevin Crowley
External supplies/services:	Building Supervisor Kevin Crowley
Volunteer list:	Assistant Director Ryan Athanas
Areas for relocation/temporary storage:	Library Director Carol Albano
Communication with emergency services:	Library Director Carol Albano
Availability of emergency funds:	Library Director Carol Albano
Staff training:	Assistant Director Ryan Athanas

Scope and Goals of the Plan

This disaster plan addresses prevention of and response to emergencies that may affect the collections; it does not cover emergencies involving people (e.g., illness, injury, problem patrons). See the Staff Manual (all staff members should have a copy, or see the Assistant Director) for this information.

As already noted, human safety is always the most important concern. No actions should be taken to protect or salvage the collections that might endanger human safety, and damaged collections should be addressed only after injuries have been attended to and the building is secure for people to enter.

This plan focuses on the most likely risks the library faces: 1) minor flooding from roof or pipe leaks, 2) flooding or other damage from severe winter weather, and 3) fire. Preventive actions are covered in the appendices of this plan, while response and recovery procedures are addressed in the body of the plan.

Staff should be able to manage small water emergencies (one stack range or less in the general collection) using the basic emergency instructions in Section 1 and the salvage information in Section 2. If a small-scale emergency involves the special collections, outside consultation with preservation professional is advisable (see Appendix D for contact information).

For larger-scale damage, additional assistance and a more detailed plan for recovery will be needed. Depending on the type of emergency, see the appropriate Emergency Instructions in Section 1, the Initial Response Steps in Section 1, and the Salvage Procedures in Section 2 for assistance. See the Appendices for supplies, services, record-keeping forms, emergency funds, insurance information, etc. Especially in a large-scale emergency, it is crucial to be aware of the library's salvage priorities, which focus on the special collections materials on the second floor and hard-to-replace materials in the general collection (see Salvage Priorities in Section 1, and Appendix F for details). In any emergency, be sure to determine whether salvage, reformatting, replacement, or discard is the proper course of action.

Chapter 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:

Children's Room

Person responsible for clearing area: Head of Childrens Services Patricia Moisan

Backup 1: Head of Teen Services Linda Meglio

Backup 2: Library Director Carol Albano

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

See attached emergency manual.

Area Floor: Circulation Main Lobby / Media Room / Restrooms

Person responsible for clearing area: Head of Circulation Donna Wickers

Backup 1: Library Director Carol Albano

Backup 2: Assistant Director Ryan Athanas

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

See attached emergency manual.

Area Floor: Adult Reference / Quiet Room / YA

Person responsible for clearing area: Head of Reference
Deborah Cunningham

Backup 1: Library Director Carol Albano

Backup 2: Head of Teen Services
Linda Meglio

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

See attached emergency manual.

Area Floor: Business Office / Art Gallery

Person responsible for clearing area: Administrative Assistant
Kathy Rath

Backup 1: Personnel Jane Kantianis

Backup 2: Library Director Carol Albano

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

See attached emergency manual.

Area Floor: Meeting Room Wing / Restrooms /

Accessible Restroom

Person responsible for clearing area: Program Coordinator Susan Hope

Backup 1: Building Supervisor Kevin Crowley

Backup 2: Head of Security Ernie Martinez

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

See attached emergency manual.

Area Floor: Technical Services - Lower Level / Storage / Staff Room / Restrooms

Person responsible for clearing area: Head of Technical Services Sarah Schnepf

Backup 1: Assistant Director Ryan Athanas

Backup 2: Building Supervisor Kevin Crowley

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

See attached emergency manual.

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: Circular Driveway

Staff member in charge Library Director Carol
of head count: Albano

Backup 1: Assistant Director Ryan
Athanas
Backup 2: N/A

Assembly area/location: Broadway Entrance -
Front Lawn

1.2 EMERGENCY NUMBERS

1.2.1 Emergency Services

Police/Sheriff –

Name: Suffolk County Police - 2nd
Precinct
Phone: (631) 854-8200

Call 911 Fire Department –

Name: Greenlawn Fire Department
Phone: (631) 261-9103

Call 911 Ambulance –

Name: Greenlawn Fire Department
Phone: (631) 261-9103

Call 911 In-house Security –

Name: Ernie Martinez
Phone: contact via two-way radios
After-hours phone: (631) 475-0167
Cell phone: (631) 457-0727

Security monitoring company –

Name: Aesco Security Systems
Phone: (631) 754-2323
After-hours phone: -
Cell phone: (631) 987-0302

Local emergency management –

Name: Town of Huntington Emergency Management
Phone: (631) 351-3030
After-hours phone: -
Cell phone: -

Regional emergency management –

Name: State Emergency Management Office
Phone: (631) 952-6322
After-hours phone: (518) 292-2200
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. Electrician –

Name: Tom Collins Electric
Contact: Tom Collins
26 Trainer Ct
Huntington, New York 11743
Phone: (631) 427-7380
Cell phone: -
Pager: -
Email: -

Plumber –

Name: John McLaughlin Plumbing & Heating Inc
Contact: John McLaughlin
41 Broadway
Greenlawn, New York 11740
Phone: (631) 261-1217
Cell phone: -
Pager: -
Email: -

Locksmith –

Name: Assured Locksmith
Contact: Don
2004 Jericho Tpke.
East Northport, New York 11731
Phone: (631) 462-2400
Cell phone: -
Pager: -
Email: -

Exterminator –

Name: M&M Pest and Tree
Contact: -
37 Broadway
Greenlawn, New York 11740
Phone: (631) 757-4040‎

Cell phone: (631) 423-3633‎
 Pager: -
 Email: -
 Computer emergency –
 Name: Total Technology Solutions
 Contact: Tim McKnight
 1895 Walt Whitman Road
 Melville, New York 11747
 631-777-7477
 Phone:
 Cell phone: -
 Pager: -
 Email: tmcknight@total.us.com
 Legal Advisor –
 Name: Lamb & Barnosky, LLP
 Contact: Robert H. Cohen
 534 Broadhollow Road Suite 210
 P.O. Box 9034
 Melville, New York 11747-9034
 631-694-2300
 Phone:
 Cell phone: -
 Pager: -
 Email: rhc@lambbarnosky.com
 Architect/Builder –
 Name: Beatty, Harvey & Associates
 Contact: Christopher Sepp
 127 East Main Street
 Riverhead, New York 11901
 631-208-9655
 Phone:
 Cell phone: -
 Pager: -
 Email: christopher@bha-architects.com
 Gas company –
 Name: Keyspan Customer Service Center
 Contact: -
 300 Erie Boulevard West
 Syracuse, New York 13202-4250
 1-800-892-2345
 Phone:
 Cell phone: -
 Pager: -
 Email: -
 Electric company –
 Name: Long Island Power Authority
 Contact: Customer Service Center
 -
 15 Park Drive
 Melville, New York 11747
 800-966-4818
 Cell phone: 631-755-3417
 Pager: -
 Email: -

Water utility company –

Name: Greenlawn Water District Office
Contact: -
45 Railroad Street
Greenlawn, New York 11740
Phone: 631-261-0874
Cell phone: -
Pager: -
Email: info@greenlawnwater.org

Telephone company –

Name: P M Communications Corporation
Contact: Chris
39 Radio Ave
Miller Place, New York 11764
Phone: (631) 821-3800
Cell phone: -
Pager: -
Email: -

Elevator company –

Name: Always Elevator
Contact: Rich
163 Hayrick Lane
PO Box 318
Commack, New York 11725
Phone: 631-486-2805
Cell phone: -
Pager: -
Email: -

Sprinkler system service company –

Name: Qualified Fire Inspection Corp.
Contact: Joe Cassella
29 Bruce Lane
East Northport, New York 11731
Phone: (631) 754-2777
Cell phone: -
Pager: -
Email: -

Heating system service –

Name: Thermal Solutions
Contact: Pete Marshall
PO Box 12066
Hauppauge, New York 11788
Phone: (631) 769-1600
Cell phone: (631) 366-0550
Pager: -
Email: -

Cooling system service –

Name: Thermal Solutions
Contact: Pete Marshall
PO Box 12066

Hauppauge, New York 11788
Phone: (631) 769-1600
Cell phone: (631) 366-0550
Pager: -
Email: -

Security system service –

Name: Aesco Security Systems
Contact: Sid Blair
561 Old Bridge Rd
Northport, New York 11768

Phone: (631) 754-2323
Cell phone: (631) 987-0302
Pager: -
Email: -

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 institutions director will need to be notified of any emergency, however small. In the case of a small-scale problem other staff members may not be needed at all, or you will only need to contact those who are in charge of the collections directly affected. See the Staff/Key Personnel List for additional contact information.

<u>Staff member</u>	<u>Estimated response time</u>
1 – Library Director Carol Albano	5 Minutes
2 – Assistant Director Ryan Athanas	10 Minutes
3 – Building Supervisor Kevin Crowley	15 - 20 Minutes
4 – Head of Security Ernie Martinez	30 - 40 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: Carol
Last Name: Albano
Title: Library Director
Work phone/extension: 631-757-4200
Work email: calbano@suffolk.lib.ny.us
11 Jean Court
Greenlawn, New York 11740
Home phone: 631-261-8344
Cell phone: 631-742-4975

First Name: Ryan

Last Name: Athanas
Title: Assistant Director
Work phone/extension: 631-757-4200
Work email: rathanas@suffolk.lib.ny.us
34 Woodland Lane
Huntington, New York 11743
Home phone: 631-351-1511
Cell phone: 631-275-0162
Pager: -
Home Email: -

First Name: William
Last Name: Baker
Title: President of Board of Trustees
Work phone/extension: -
Work email: -

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

First Name: Kevin
Last Name: Crowley
Title: Building Supervisor
Work phone/extension: 631-757-4200 x132
Work email: krowleyk2suffolk.lib.ny.us

Home phone: -, --
Cell phone: 631-897-9188
Pager: -
Home Email: -

First Name: Deborah
Last Name: Cunningham
Title: Head of Reference
Work phone/extension: 631-757-4200
Work email: dcunning@suffolk.lib.ny.us

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

First Name: Susan
Last Name: Holden
Title: Head of Adult Services

Work phone/extension: -
Work email: sholden@suffolk.lib.ny.us
-
-, --
Home phone: -
Cell phone: -
Pager: -
Home Email: -

First Name: Susan
Last Name: Hope
Title: Program Coordinator
Work phone/extension: -
Work email: shope@suffolk.lib.ny.us
-
-, --
Home phone: -
Cell phone: -
Pager: -
Home Email: -

First Name: Jane
Last Name: Kantianis
Title: Personnel
Work phone/extension: 631-757-4200
Work email: jkantian@suffolk.lib.ny.us
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-, --
Home phone: -
Cell phone: -
Pager: -
Home Email: -

First Name: Ernie
Last Name: Martinez
Title: Head of Security
Work phone/extension: 631-757-4200
Work email: -
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Home phone: -
Cell phone: -
Pager: -
Home Email: -

First Name: Susan
Last Name: Matthews
Title: Head of Outreach Services
Work phone/extension: -
Work email: smatthew@suffolk.lib.ny.us

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Home phone: -
Cell phone: -
Pager: -
Home Email: -

First Name: Linda
Last Name: Meglio
Title: Head of Teen Services
Work phone/extension: -
Work email: lmeglio@suffolk.lib.ny.us
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Home phone: -
Cell phone: -
Pager: -
Home Email: -

First Name: Patricia
Last Name: Moisan
Title: Head of Childrens Services
Work phone/extension: -
Work email: pemoisan@suffolk.lib.ny.us
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Home phone: -
Cell phone: -
Pager: -
Home Email: -

First Name: Kathy
Last Name: Rath
Title: Administrative Assistant
Work phone/extension: 631-757-4200
Work email: krath@suffolk.lib.ny.us
-

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Home phone: -
Cell phone: -
Pager: -
Home Email: -

First Name: Sarah
Last Name: Schnepf
Title: Head of Technical Services
Work phone/extension: -
Work email: sschnepf@suffolk.lib.ny.us
-

-, -

Home phone: -
 Cell phone: -
 Pager: -
 Home Email: -

First Name: Donna
 Last Name: Wickers
 Title: Head of Circulation
 Work phone/extension: -
 Work email: dwickers@suffolk.lib.ny.us
 -
 -, - -

Home phone: -
 Cell phone: -
 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: Library Director Carol Albano

Backup#1: Assistant Director Ryan Athanas
 Backup#2: Building Supervisor Kevin Crowley

Administrator/Supplies Coordinator: Assistant Director Ryan Athanas

Backup: Library Director Carol Albano

Collections Recovery Specialist: Assistant Director Ryan Athanas

Backup: Head of Reference Deborah Cunningham

Subject Specialists –

Subject/Department: Reference Department

Primary: Head of Reference

Backup: Deborah Cunningham
Head of Outreach
Services Susan
Matthews

Subject/Department: Children's Department

Primary: Head of Childrens
Services Patricia
Moisan

Backup: Head of Teen Services
Linda Meglio

Subject/Department: Technical Services

Primary: Head of Technical
Services Sarah Schnepf
Backup: Assistant Director Ryan
Athanas

Work Crew Coordinator: Library Director Carol Albano

Backup: Assistant Director Ryan Athanas

Technology Coordinator: Assistant Director Ryan Athanas

Backup: Head of Technical Services Sarah
Schnepf

Building Recovery Coordinator: Building Supervisor Kevin Crowley

Backup: Assistant Director Ryan Athanas

Security Coordinator: Head of Security Ernie Martinez

Backup: Assistant Director Ryan Athanas

Public Relations Coordinator: Program Coordinator Susan Hope

Backup: Library Director Carol Albano

Documentation Coordinator: Administrative Assistant Kathy Rath

Backup: Personnel Jane Kantianis

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: Grounds Equipment Room
(Garage)
Procedures: Gate Valve shut-off
3. Notify the person in charge of building facilities maintenance, also call the people on the **Emergency Call List** as necessary. Facilities Maintenance –
Name: Maintenance Department
Contact: Kevin Crowley
31 Broadway
Greenlawn, New York 11740
Phone: 631-757-4200 x132
After-hours phone: 631-897-9188
Pager:
Email: crowleyk@suffolk.lib.ny.us
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: Greenlawn Fire Department
Phone: (631) 261-9103

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: Wycoff Street Doors (main entrance)

Procedures for checking the panel are as follows: Inoperable - Display Only

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: Maintenance Department
Contact: Kevin Crowley
31 Broadway
Greenlawn, New York 11740
Phone: 631-757-4200 x132
After-hours phone: 631-897-9188
Pager:
Email: crowleyk@suffolk.lib.ny.us

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>
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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: Library Director Carol Albano
- 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*): Trailers set up in adjoining Park /
Parking lot.

- **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: Library Director Carol Albano

- 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: The Northeast
Document
Conservation
Center

Contact: 100 Brickstone
Square
Andover, MA
01810-1494

Phone: (978) 470-1010

After hours
phone:

Web site: <http://www.nedcc.org>

Specialty: As part of its Field
Service program,
NEDCC offers an
emergency assistance
program for
institutions and
individuals with
damaged
paper-based
collections.

Professional Preservation Advice - Conservators

Organization: American Institute for Conservation
of Historic and Artistic Works
(AIC)

Contact: 1156 15th Street NW Suite 320
Washington , DC 20005-1714
Phone: (202) 452-9545

After hours phone:

Web site: <http://aic.stanford.edu/public/select.html>

Specialty: Website lists qualified conservators.

- **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: Assistant Director Ryan Athanas
 Work Crew Coordinator: Head of Reference Deborah
 Cunningham

- 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:	Large Meeting Room / Meeting Room Wing
Alternate location #1:	Business Office Wing
Alternate location #2 (off site):	Trailers set up in adjoining Park / Parking lot.

- **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:	Maintenance Department
Contact:	Kevin Crowley 31 Broadway Greenlawn, New York 11740
Phone:	631-757-4200 x132
After-hours phone:	631-897-9188
Pager:	
Email:	crowleyk@suffolk.lib.ny.us

Building Recovery Coordinator –

Primary:	Building Supervisor Kevin Crowley
Backup:	Assistant Director Ryan Athanas

1.9.5 Communicate with the Media and the Public

- The disaster response teams 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:	Program Coordinator Susan Hope
Backup:	Library Director Carol Albano

Chapter 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:	TRADE-WINDS ENVIRONMENTAL RESTORATION, Inc.
Contact:	895 Waverly Ave Holtsville, New York 11742
Phone:	(800) 282-8701
After-hours phone:	(800) 282-8701
Cell phone:	(631) 289-5500
Regulations that must be complied with:	<a href="http://www.tradewinds
environmental.com">http://www.tradewinds environmental.com

Local freezer (2) –

Name:
Contact:

Phone:
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 institutions salvage priorities. If collections will be frozen and vacuum-freeze dried, it is usually best to begin with the wettest materials first so that they can be frozen quickly. If only air-drying will be possible, however, it is better to begin with the collections that are the least damaged and most easily salvaged. If sufficient staffing is available, one or more packing crews should be put together. This will be the responsibility of the Collections Recovery Specialist and the Work Crew Coordinator. See the Disaster Response Team for names and backups for these two positions. The packing crew would consist of a crew leader, box assembler, retriever of collections, wrapper, packer, sealer, record-keeper, and transporter. Book trucks, handcarts, or dollies can be used to move packed materials within the building. See Appendix 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 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.

2.2.2 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.

2.2.3 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.

2.2.4 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.

2.2.5 Computer Disks, Magnetic

First consult with appropriate personnel to determine whether undamaged backups of data are available; if so, salvage may not be necessary. Separate into categories: dry, wet enclosures only, and wet media. If water has condensed inside disks, treat them as wet. Air dry disks; **do not** freeze. **Do not** touch disk surface with bare hands. Keep wet until they can be air-dried, and pack vertically in plastic bags or tubs of cold water.

2.2.6 Computer tapes, Magnetic

First consult with appropriate personnel to determine whether undamaged backup tapes are available; if so, salvage may not be necessary. Separate into categories: dry, wet enclosures only, and wet media. If water has condensed inside cassettes, treat the tapes as wet. **Do not** touch magnetic media with bare hands. Handle open reel tapes by hubs or reel. Immediately rinse off tapes soaked by dirty water or seawater. Air-dry within 48 hours if they have paper boxes and labels. Keep magnetic tapes wet until they can be air-dried so that contaminants will not dry onto the tape. Tapes can stay wet in cold clean water for several days. Do not freeze magnetic tapes because the tape can stretch and lubricants can migrate out. To pack, keep tapes wet in plastic bags. Pack vertically in plastic crates or tubs.

2.2.7 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.

2.2.8 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.

2.2.9 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.

2.2.10 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.

2.2.11 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.

2.2.12 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.

2.2.13 Photographic Prints, Black and White

Albumen prints should be frozen or dried within 48 hours. They should be air-dried immediately or thawed and air-dried later. **Do not** touch the binder with bare hands. Interleave between groups of photographs with freezer paper. *Matte and glossy collodion prints* should be frozen or dried within 48 hours. They should be air-dried immediately, thawed and air-dried later, or vacuum freeze dried. Avoid abrasion. **Do not** touch the binder with bare hands. *Silver gelatin printing out and developing out papers* should be frozen or dried within 48 hours. Drying methods in order of preference are: air dry immediately, thaw and air-dry later, or vacuum freeze dry. **Do not** touch the emulsion with bare hands. To pack, keep wet and pack in plastic bags inside boxes. *Carbon prints and Woodbury types* should be frozen or dried immediately. They should be air-dried or thawed and air-dried later. Handle them carefully, due to swelling of the binder. Pack horizontally. *Photomechanical prints (e.g., collotypes, photogravures) and cyanotypes* should be frozen or dried within 48 hours. They should be air-dried or vacuum freeze dried. **Do not** separate single sheets. To pack, interleave every two inches with freezer paper and pack in boxes or crates.

2.2.14 Photographic Prints, Color

Dye transfer prints should be air-dried face up immediately. The recovery rate is poor. **Do not** touch the emulsion and transport horizontally. *Chromogenic prints and negatives* should be frozen or dried within 48 hours. Drying methods in order of preference are: air dry immediately, thaw and air-dry later, or vacuum freeze dry. **Do not** touch the binder with bare hands. To pack, keep wet and pack in plastic bags inside boxes.

2.2.15 Posters

Freeze or dry immediately. Vacuum freeze-drying is preferred due to coated paper. Can also be air-dried by separating pages and interleaving. Keep wet in containers lined with garbage bags.

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.

Chapter 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?

Chapter A

FACILITIES INFORMATION

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

Item	Location	Procedures
Main water shut-off valve	Grounds Equipment Room (Garage)	Gate Valve shut-off
Sprinkler shut-off valve	Grounds Equipment Room (Garage)	Labeled Sprinkler Shut-off
Main electrical cut-off switch	Electrical Closet Expansion in Reference	Main Breaker
Main gas shut-off switch	Northeast corner of building (front of Large Meeting Room)	
Disconnect valve at meter (wrench required)		
Oil cut-off switch	None	
Heating system controls	Maintenance Office	Separate Thermostats per Zone
Cooling system controls	Maintenance Office	Separate Thermostats per Zone
Security system controls	Meeting Room Wing Entrance	Security Keypad at East entrance.
Other pads for internal use are located at Staff Door, Circulation, LAN Room.		
Fire alarm annunciator panel	Wycoff Street Doors (main entrance)	Inoperable - Display Only

Other: Fire Alarm Control Panel (FAPC) Electrical Closet Expansion in Reference
Procedure: Operational Procedures are posted in Panel

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.

Chapter C

IN-HOUSE SUPPLIES

C.1 Basic Disaster Supply Kit

Person responsible for inventorying supplies/equipment: Building Supervisor Kevin Crowley Frequency of inventory (four times per year is recommended): 4

<u>Item</u>	<u>Recommended Quantity</u>	<u>Quantity</u>	<u>Location(s)</u>
Aprons, plastic	1 box (100)	1	Maintenance Department, Custodial Closet
Book trucks, hand carts	2	10+	Staff Hallway, Circulation, Reference Office, Children's Office, Technical Services.
Brooms and dustpans	2	2	Maintenance Department, Custodial Closet
Buckets (plastic)	2	2	Maintenance Department, Custodial Closet
Camera with film (disposable)	1	2	Personnel Office - vault
Clipboard	2	10+	Located by every department
Dehumidifiers, portable	2	2	Storage, Technical Services
Ear plugs	20 pairs		
Extension cords (50 ft., grounded)	2	10+	Maintenance Department, Custodial Closet
Fans, portable	2	4	Storage, Maintenance Department, Custodial Closet
First aid kit	1	5+	Located in every department
Flashlights (waterproof)	4 (or one per department)	10+	Located in every department
Freezer bags (polyethylene, various sizes)	40	40	Maintenance Department
Garbage bags, plastic (30 or 42)	1 box (40)	10+	Maintenance Department

gallon)			
Gloves (nitrile)	1 box (100)	10+	Maintenance Department, Custodial Closet
Markers (waterproof)	1 pkg.	1	Business Office - Assistant Director Closet
Masks, protective	1 box (20)	1	Custodial Closet
Milk crates/Rescubes	50		
Mops	2	4	Custodial Closet
Paper - absorbent white blotter paper (used for drying loose paper materials)	200 sheets (11 inches x 13 inches - each)		
Paper - uninked newsprint (used for interleaving wet materials)	2 large rolls (15 inches x 1100 feet - each)		
Paper pads (for clipboards)	1 pkg of 12	10+	Business Office - Assistant Director Closet, Staff Hallway Closet
Paper towels	1 case (30 rolls)	10+	Custodial Closet
Pencils (sharpened)	1 pkg of 12	10+	Business Office - Assistant Director Closet, Staff Hallway Closet
Pencils sharpener (handheld)	1	1	Reference Desk
Plastic sheeting, heavy (polyethylene)	5 rolls	1	Reference Desk
Scissors	2	10+	Located in every department.
Sponges cellulose	2	2	Custodial Closet
Tape (clear, 2 inches wide, with dispenser)	1 roll		
Tape (duct)	2 roll	2	Custodial Closet
Tape (yellow caution)	1 roll	1	Maintenance Department
Toolkit (crowbars, hammers, pliers, flat-head and philips-head screwdrivers)	1	2	Maintenance Department, LAN Room

Utility knife	1	2	Maintenance Department, LAN Room
Utility knife blades	Package of 5	5	Maintenance Department
Waxed or freezer paper	7 boxes (75 feet each)		
Wet/dry vacuum	2	2	Maintenance Department

C.2 Additional Supplies

<u>Item</u>	<u>Quantity</u>	<u>Location(s)</u>
Boots, rubber (or galoshes)	1	Maintenance Department
Boxes, cardboard	10+	Storage
Bubble wrap	10+	Storage
Clothesline (nylon or 30 lb. monofilament)	1	Maintenance Department
Clothespins		
Glasses (protective)	1	Maintenance Department
Hard hats	2	Maintenance Department
Labels, self adhesive (even when wet)	1	LAN Room Label Maker
Radio, battery-operated (with weather band)	1	Maintenance Department
Sponges, dry chemical (for removing soot)		
Sump pump (portable)		
Tables, portable folding	10+	Large Meeting Room Storage, Children's Room Storage
Tags with twist ties		
Trash cans	10+	Located in every department.
Walkie-Talkies	10+	Located in every department.

Chapter D

EXTERNAL SUPPLIERS AND SERVICES

D.1 Freezing Services

Local freezer (1) –

Name/Organization: TRADE-WINDS
ENVIRONMENTAL
RESTORATION, Inc.

Contact:

895 Waverly Ave
Holtsville, New York
11742

Phone: (800) 282-8701
After-hours phone: (800) 282-8701
Cell phone: (631) 289-5500
Regulations that must be complied with: <http://www.tradewindsenvironmental.com>

Local freezer (2) –

Name/Organization:
Contact:

Phone:
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: The Northeast Document Conservation Center
Contact:

100 Brickstone Square
 Andover, MA
 01810-1494
 Phone: (978) 470-1010
 After hours phone:
 Web site: <http://www.nedcc.org>
 Specialty: As part of its Field Service program, NEDCC offers an emergency assistance program for institutions and individuals with damaged paper-based collections.

D.7 Professional Preservation Advice - Conservators

Name/Organization: American Institute for Conservation of Historic and Artistic Works (AIC)
 Contact:
 1156 15th Street NW
 Suite 320
 Washington , DC
 20005-1714
 Phone: (202) 452-9545
 After hours phone:
 Web site: <http://aic.stanford.edu/public/select.html>
 Specialty: Website lists qualified conservators.

D.8 External Sources for Supplies

Item	Local Supplier Contact	Alternate Supplier Contact
Aprons, plastic	Grainger Industrial Supply	National Maintenance Supplies, Inc.
Book trucks, metal	Gaylord Brothers	Grainger Industrial Supply, Inc.
Boots, rubber	Grainger Industrial Supply	National Maintenance Supplies, Inc.
Boxes, cardboard	Grainger Industrial Supply	National Maintenance Supplies, Inc.
Brooms/dustpans	Greenlawn Hardware	Grainger Industrial Supply, Inc.
Buckets, plastic	Greenlawn Hardware	Grainger Industrial Supply, Inc.
Camera/film _____		
CB radio/ham radio, nearest _____		
Clothesline (nylon or 30 lb. monofilament)	Greenlawn Hardware	Grainger Industrial Supply, Inc.
Construction materials (wood, screws, nails)	Greenlawn Hardware	Home Depot

Dehumidifiers, portable	Grainger Industrial Supply,	Home Depot
Dry ice _____		
Extension cords (50 ft, grounded)	Greenlawn Hardware	Grainger Industrial Supply, Inc.
Fans, portable	Greenlawn Hardware	Grainger Industrial Supply, Inc.
Freezer bags, polyethylene (various sizes)	Greenlawn Hardware	Grainger Industrial Supply, Inc.
Freezer or waxed paper	Greenlawn Hardware	Home Depot
Garbage bags, plastic (30 or 42 gallon)	Greenlawn Hardware	Home Depot
Generator, portable	Grainger Industrial Supply, Inc.	Home Depot
Glasses, protective	Greenlawn Hardware	Home Depot
Gloves (leather work gloves)	Greenlawn Hardware	Home Depot
Gloves (nitrile)	Grainger Industrial Supply	National Maintenance Supplies, Inc.
Hard hats	Grainger Industrial Supply	National Maintenance Supplies, Inc.
Ladders	Greenlawn Hardware	Grainger Industrial Supply, Inc.
Lighting, portable	Grainger Industrial Supply	National Maintenance Supplies, Inc.
Milk crates, plastic or Rescubes	Grainger Industrial Supply	National Maintenance Supplies, Inc.
Mops	Greenlawn Hardware	Grainger Industrial Supply, Inc.
Other		
Paper towels	Grainger Industrial Supply	National Maintenance Supplies, Inc.
Paper absorbent white blotter paper (used for drying loose paper materials)		Gaylord Brothers
Paper uninked newsprint (used for interleaving wet materials)		Gaylord Brothers
Phone, nearest off-site	Cell Phone	
Plastic sheeting (heavy)	Home Depot	Grainger Industrial Supply, Inc.
Protective clothing, disposable	Grainger Industrial Supply	National Maintenance Supplies, Inc.
Pump, portable	Home Depot	Grainger Industrial Supply, Inc.
Respirators		
Sand bags	Greenlawn Hardware	Greenlawn Hardware
Security personnel (additional) _____		
Sponges (cellulose)	Grainger Industrial Supply	National Maintenance Supplies, Inc.
Sponges, dry chemical (for removing soot)	Grainger Industrial Supply	National Maintenance Supplies, Inc.
Tables, portable	Grainger Industrial Supply	National Maintenance Supplies, Inc.
Thermohygrometer		
Toilets, portable		
Trash cans	Greenlawn Hardware	Home Depot
Truck, refrigerated		
Walkie-talkies	Grainger Industrial Supply	Home Depot
Water hoses (with spray nozzles)	Greenlawn Hardware	Home Depot
Wet/dry vacuum	Greenlawn Hardware	Home Depot

D.9 External Suppliers

Name/Organization:	Brodart, Inc.
Contact:	
	P.O. Box 300
	McElhattan, PA 17748
Phone:	1-888-820-4377
After hours phone:	
Type of Materials Available:	Library Supplies & Furnishings
Payment Info:	http://www.shopbrodart.com

Name/Organization: Gaylord Brothers
Contact: PO Box 4901
Syracuse, New York
13221
Phone: 1.800.962.9580
After hours phone:
Type of Materials Available: Library Supplies,
Furniture and Archival
Solutions
Payment Info: <http://www.gaylordmart.com/>

Name/Organization: Grainger Industrial
Supply, Inc.
Contact: 1 Park Dr.
Melville, New York 11747
Phone: (631) 391-3030
After hours phone:
Type of Materials Available: Adhesives
Electrical Fasteners
Fleet & Vehicle
Maintenance
HVACR
Hand Tools
Hardware
Janitorial & Painting
Lighting
Material Handling
Motors
Office Furniture & Supplies
Plumbing
Pneumatics & Hydraulics
Power Tools &
Metalworking
Power Transmission
Pumps
Raw Materials
Safety
Security
Test Instruments
Payment Info: <http://www.grainger.com/>

Name/Organization: Greenlawn Hardware
Contact: Manny, Rick, Jeff
83 Broadway
Greenlawn, New York

11740
Phone: (631) 261-0119
After hours phone:
Type of Materials General Hardware
Available:
Payment Info:

Name/Organization: Home Depot
Contact:
839 New York Avenue
Huntington, New York
11743

Phone: (631) 424-9170
After hours phone:
Type of Materials building materials,
Available: home improvement
supplies, appliances
and lawn and garden
products

Payment Info:

Name/Organization: National Maintenance
Supplies, Inc.
Contact: Phil Sperrin
82 Cantiague Rock
Road
Westbury, New York
11590

Phone: 1-800-494-4794
After hours phone:
Type of Materials janitorial, hardware,
Available: paint electrical,
plumbing and
maintenance supplies.

Payment Info: [http://www.nationalmai
ntenance.com/](http://www.nationalmaintenance.com/)

Chapter 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

method (e.g., air dry, freeze, vacuum freeze dry, professiona l conservatio n)	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: _____

/disposition (e.g., discard, replace, microfilm, photocopy, clean, repair, rebind)	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.)

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

, 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.)

	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: _____

Callers exact words:

Describe the callers 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:

Chapter F

SALVAGE PRIORITIES (DETAILED)

F.1 Salvage Priorities - Institutional Records

Administrative Records

<u>Name of record group</u>	<u>Location of records</u>
1 – Personnel Records	Personnel Office File Cabinets
2 – Payroll Records	Personnel Office Vault
3 – Contents of Safe	Fireproof Safe - Personnel Office Vault
4 – Check Signer Machine with Signature plates and checks	Fireproof Safe - Personnel Office Vault
5 – Board Minutes / Packets	Personnel Office Vault
6 – Bank files and Job Instruction Manual	Accounting Office
7 – Correspondence Files	Accounting Office
8 – Vendor Files of Bills	Accounting Office
9 – Contents of Records Retention	Lower Level Records Retention Room

Bibliographic Records

<u>Name of record group</u>	<u>Location of records</u>
–	

F.2 Salvage Priorities - Collections by Department or Area

Salvage Priorities by Department

<u>Collection</u>	<u>Department</u>	<u>Location</u>
2 – Juv Fiction, Juv Non-Fiction, Juv Serials	Children’s Department	Main Floor
1 – Fiction, Non-Fiction, Serials, Reference Books	Reference Department	Main Floor

F.3 Salvage Priorities - Collections Overall

<u>Collection</u>	<u>Location</u>
1 –	

F.4 Overall Institutional Salvage Priorities

<u>Collection</u>	<u>Location</u>
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Chapter G

INSURANCE INFORMATION

Insurance Agent: Vollmer-Adair Insurance Agency,
Inc.

Contact Person: Roy Vollmer

Address 1: 44 Broadway

Address 2: PO Box 356

City/State/Zip: Greenlawn, NY 11740

Primary Phone: (631) 261-1972

Cell Phone:

After House Phone:

Type of Insurance:

Policy Number:

Deductible:

Insurance Agent: Vollmer-Adair Insurance Agency,
Inc.

Coverage:

Procedures required in case of damage or loss

Chapter H

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 institutions insurance policy if they are to be properly covered and the institution is to avoid liability.

Once volunteers or temporary workers are on the scene, they must be properly managed –

- Volunteers and/or temporary workers must be registered, and all workers (including staff) must be provided with some type of identification. Volunteers and other workers must be required to sign in and out every day.
- You will need to determine their qualifications (e.g., what experience do they have with library collections, are they capable of strenuous physical activity such as lifting and carrying boxes), find out when and for how long they are available, and draw up a work schedule for each person.
- Volunteers and/or hired workers must also be properly trained and supervised. It is recommended that the Collections Recovery Specialist provide training and the Work Crew Coordinator provide day-to-day supervision.
- Volunteers and/or workers must be supplied with any protective gear that is needed, such as gloves and protective clothing, and they must be trained to use them properly.
- Just like staff members, volunteers and temporary workers will need periodic breaks and refreshments. Breaks are normally needed about every two hours, and must be mandated so that workers do not become too tired.
- In a large disaster, you may also need to arrange for a second group of volunteers or workers to take over from the initial group.

H.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.

Chapter I

EMERGENCY FUNDS

I.1 In-House Funds

Persons who are authorized to disburse funds –

<u>Name/Title</u>	<u>Disbursement procedures</u>
Library Director Carol Albano	
Assistant Director Ryan Athanas	
President of Board of Trustees William Baker	

Persons authorized to use the institutional credit card –

<u>Name/Title</u>	<u>Procedures</u>
Library Director Carol Albano	
Assistant Director Ryan Athanas	
Head of Teen Services Linda Meglio	
N/A	
Head of Childrens Services Patricia Moisan	
Building Supervisor Kevin Crowley	
Program Coordinator Susan Hope	

Persons who can provide authorization for large purchase orders –

<u>Name/Title</u>	<u>Procedures</u>
Library Director Carol Albano	
Assistant Director Ryan Athanas	

Institutional charge accounts –

Organization:

Contact:

Phone:

After-hours phone:

Access procedures:

Persons authorized to incur charges:

I.2 Additional Funds

If additional funds are needed, contact –

Name/Organization:

Contact:

Chapter J

DISASTER RECOVERY CONTRACT

J.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.

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

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

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

B. 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.

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.

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.

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.

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.*

Chapter K

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/tleaf38.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/tleaf37.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 **Error! Hyperlink reference not valid.*** 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 Sherelyn 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).

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Chapter L

PRE-DISASTER COMMUNICATION WITH EMERGENCY SERVICES

L.1 Fire Department

Chapter M

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.

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:	Large Meeting Room / Meeting Room Wing
Alternate location #1:	Business Office Wing
Alternate location #2 (<i>off-site</i>):	Trailers set up in adjoining Park / Parking lot.

Chapter N

INFORMATION TECHNOLOGY

N.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

Information Technology Department

(for problems with hardware and software)

Department name: Computer Services
Contact: Ryan Athanas
31 Broadway
Greenlawn, New York 11740
Phone: 631-757-4200 x128
After-hours phone: 631-275-0162
Pager:

Remote Storage Site for Backups

In-house staff member who is familiar with account details and passwords: Assistant Director Ryan Athanas

Organization name: Total Technology Services
Contact: Tim McKnight
1895 Walt Whitman Rd
Melville,, NY 11747

Phone:
After-hours phone:
Pager:
Account number:
Procedures for retrieving backups in an emergency: Cloud Based Backup provided by TOTAL using DATTO software. Data is backed up on both coasts of the US.

Internet service provider

In-house staff member who is familiar with account details and passwords: Assistant Director Ryan Athanas

Organization name: Suffolk Cooperative Library System
Contact: Louis DeRobertis
627 North Sunrise Service Road
P.O. Box 9000
Bellport, New York 11713-9000

Phone: 631-286-1600
After-hours phone: 631-286-1600
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: Assistant Director Ryan Athanas

Organization name: Suffolk Cooperative Library System
Contact: Louis DeRobertis
627 North Sunrise Service Road
P.O. Box 9000
Bellport, New York 11713-9000
Phone: 631-286-1600
After-hours phone: 631-286-1600

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: Assistant Director Ryan Athanas

Organization name: Suffolk Cooperative Library System
Contact: Samantha Alberts
627 North Sunrise Service Road
Bellport, New York 11713-9000
Phone: 631-286-160

After-hours phone:
Pager:
Account number:
Procedures for reactivating account Live-brary Databases
in an emergency:

Regional online catalog/network

In-house staff member who is familiar with account details and passwords: Assistant Director Ryan Athanas

Regional network name: Partnership of Automated Libraries
in Suffolk

Contact: Ruth Westfall
627 North Sunrise Service Road
P.O. Box 9000
Bellport, New York 11713-9000

Phone: 631-286-1600
After-hours phone: 631-286-1600
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?):

SCLS/PALS backs up cataloging data for the County.

N.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:	Financial Records / Personnel Files / Digital Pictures / Website
Location of data:	Local Area Network (LAN) Room on Server1
Person responsible for backup:	Assistant Director Ryan Athanas
On site location of backup:	Local Area Network (LAN) Room Fire Safe Box
Off site location of backup:	Cloud Based Backup - DATTO
Frequency of backup:	Daily

Chapter O

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.

Chapter P

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.

Chapter Q

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