

WML Disaster Preparedness Plan

The Harry and Jeanette Weinberg Memorial Library
The University of Scranton
Linden St. and Monroe Ave.
Scranton, PA 18510

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INTRODUCTION

General Information

This disaster plan was adapted from a *dPlan.com disaster preparedness plan*. It is meant to assist you with 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.

How to Use this Plan

This plan consists of four main sections (Prevention, 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 should be reviewed annually and updated as often as is needed.

Any questions, suggestions, concerns, or requests for training should be sent to George Aulisio.

University Police – Emergency Response – Desk Reference

The Department of Public Safety conducts annual safety training for Resident Assistants in the residences and fire drills in all buildings.

Upon request, the Public Safety Department conducts the following programs:

Personal Safety: Crime prevention and safety tips relating to personal safety for both men and women.

Theft Prevention: Theft prevention tips, role playing, and Pennsylvania Crimes Codes Laws pertaining to theft.

Alcohol Awareness: University Alcohol Policy and Pennsylvania Crimes Code Laws pertaining to alcohol.

REPORT A CRIME

The official University authority for reporting crimes or acquiring information concerning crime prevention and campus safety is the University Police. The University Police advises and encourages all students, employees and visitors to report all incidents, emergencies, or crimes occurring on campus to the University Police.

To report a crime or request information, please contact University Police. University Police can be reached by dialing x7777 from a campus telephone, by using one of the emergency telephones located on all building entrances, blue light emergency telephones located in the surrounding neighborhoods or by dialing (570) 941-7777 from off-campus or cell phone.

You may also report a criminal incident in person at University Police, 820 Mulberry Street, which is staffed 24/7.

Except for confidential communication made to pastoral counselors, licensed psychological counselors, and faculty, all University employees are expected to report any crime.

SECURITY POLICIES AND PROCEDURES:

The continuing emphasis of safety and security on campus is the responsibility of everyone to help ensure his or her own safety and that of others by taking reasonable precautions and using a common sense approach to personal security.

COMMUNITY ADVISORIES

Depending on the particular circumstances of the crime, especially in all situations that could pose a threat to the University community and individuals, University Police may post a notice via electronic mailing to every student, staff and faculty member, providing the university community with more immediate notification. In such instances, a copy of the notice is posted in each residence hall. The electronic mailing is immediately accessible via computer by all students, staff and faculty. Anyone with information warranting a timely warning should report the circumstances to the University Police, by phone (941-7888) or in-person at the dispatch center within University Police in the Parking Pavilion, 820 Mulberry Street.

EMERGENCY NOTIFICATION

In the event of a credible threat to the safety of the University community, the University, in coordination with University police, will send an emergency notification to all members of the University community via cell phone, email and University television advising of the nature of the emergency and guidelines to follow to reduce the risk of injury. Follow up information will be posted on the University webpage and updated regularly until the emergency is concluded.

EMERGENCY RESPONSE AND EVACUATION PROCEDURES

The University of Scranton will notify the University community of an emergency occurring on or within proximity to its properties which may impact the safety and or welfare of its members. Notification will be made unless doing so would compromise efforts to assist a victim, or to contain, respond To, or otherwise mitigate a specific emergency. University Police and/or the Critical Incident Response Team will confirm an emergency or a dangerous situation and notify the appropriate segment of the community. If necessary, local authorities and emergency management agencies will be notified to assist the University Police and the CIRT.

Notifications can be distributed immediately by the University Police, the office of Public Relations or Student Affairs. The emergency notification system is tested twice annually. The evacuation procedures are tested each semester in all academic and administrative buildings. Residence Halls are also tested twice annually.

THE UNIVERSITY OF SCRANTON FIRE SAFETY REPORT

The University of Scranton is committed to the safety of our Faculty, Staff and Students and providing a safe environment in which to live, learn, and work. It is the responsibility of all faculty, staff, students, and guests to abide by all fire safety rules, regulations and guideline.

Fire Alarm response

All buildings at The University of Scranton are equipped with automated fire alarm systems and monitored 24 hours a day at University Police. When a fire alarm is received, University Police are dispatched and the Scranton Bureau of Fire is notified to respond. All residents of the building are required to evacuate the building upon hearing the alarm.

Building Evacuations

- When the alarm sounds, immediately evacuate the building
- Close all room doors if possible
- Leave by the nearest marked exit
- Do not use elevators
- Assist persons with a disability in exiting the building.
 - If you cannot assist, direct the disabled person to the designated staging area and notify a University Police Officer or a Scranton Bureau of Fire official, or call University Police at x7777 or (570) 941-7777 and report the person's name and location.
- As you evacuate the building, pull closed the steel fire doors. Do not leave them propped open.
- Move to the designated evacuation sites and away from the building.
- Do not return to a building until directed by University Police or Scranton Bureau of Fire.

Fire Extinguishers

Fire extinguishers are located in all hallways and common areas throughout our residential system. The extinguishers are to be used by emergency responders and trained University personnel only. Do not attempt to fight a fire with an extinguisher unless appropriately trained. Fire extinguishers throughout campus are inspected on a monthly basis by Facilities Operations and inspected annually by a third party contractor.

Fire Alarm Inspections

Fire alarm systems are inspected by Environmental Health and Safety monthly. Systems are tested at six-month intervals by an outside contractor. Sprinkler systems are tested quarterly and they are inspected annually by an outside contractor.

Training

Scranton Bureau of Fire conducts fire safety training, including hands-on fire extinguisher training to all Residence Hall Assistants and Physical Plant personnel. The department of Environmental Health and Safety conducts fire safety training, including hands-on fire extinguisher training for all University Police personnel, Biology and Chemistry faculty and teaching assistants.

Fire Drills

Fire drills are conducted annually in all academic and administrative buildings during the beginning of the fall semester. Scranton Bureau of Fire participates, evaluates, and makes recommendations in all fire drills. The results are on file at Environmental Health and Safety.

Prohibited Items and Activities

Smoking is prohibited inside all buildings including public areas, private offices and residence-hall rooms of University buildings. Although all smoking is discouraged, receptacles have been located in outdoor areas on campus where smoking might occur.

- Burning candles and/or incense. Decorative candles may not have previously burned wicks.
- Fire and Safety Equipment. Tampering with fire extinguishers, alarms and other safety equipment is a serious offense against the University community.
- Smoking. Smoking is prohibited inside all University residences. This policy includes areas in or around the doors.
- Open flames (i.e. candles and smoking.)
- Highly combustible materials (i.e. live trees and bales of hay)
- Any combustible material hanging from the ceiling
- Use of frayed or modified extension cords
- Electrical wires through or underneath door frames or carpets
- Daisy chained extension cords
- Non-UL approved lighting
- Any holiday lighting that cannot be documented to be less than 3 years old
- Fragrance plug-ins (i.e. Glade)
- Outside lighting not approved by Facilities Maintenance

Section I. -- Prevention

1.1 Awareness

1.1.1 General Building Safety Awareness

- Building safety begins with all staff and student workers being knowledgeable of the building.
- In order to be prepared for a Disaster of any type it is imperative that all staff and student workers **report all incidents and possible safety concerns** to library administration.
- Be familiar with all exits and emergency exits within the building.
 - During an emergency an alternate route may need to be taken.
- Be aware of the location of fire extinguishers within the building.
- Be aware of the location of Fire Alarms.
 - If you see a fire alarm which has been pulled but do not hear the alarm or if you have another reason to believe the alarm is not working, then report the alarm to library administration.
- The Fan Rooms in each floor should have plastic sheeting and a pair of scissors available in cases of minor water leakage.
- It is recommended by the [NEDCC](#) that building temperature be at 70° Fahrenheit and Relative Humidity kept between a minimum of 30% and a maximum of 50% ("[The Environment](#)").

1.1.2 Prevention of Water related Disasters

- Prevention begins with awareness. Be aware of areas of the building that might be troublesome.
 - Columns in between stacks have been known to leak
 - Chimney column
 - Windows
 - Discolored ceiling tiles
 - Ceiling tiles near bathrooms (leakage from upstairs)
 - Carpets and floors near bathroom doors (overflowing)
 - Basement area (especially in the far back corner) has been known to see water damage
- Regardless of who is on duty the entire building should be "walked" after a significant storm so that any water damage or possible disaster in the making could be remedied as soon as possible.

1.1.3 Prevention of Fire related Disasters

- Prevention begins with awareness. Be aware of fire risks within or near the building.
- Stacked newspapers, books, and other combustible materials are of course commonplace in a library. However, preventative measures could still be taken:
 - Make sure combustible are never near a heating vent
 - No candles
 - No burning incense
 - No lighting or lamps which get hot
 - Computers give off large amounts of heat, do not stack combustible material near or especially behind a computer.
- If you ever notice something you believe to be a fire risk please report it to library administration. This includes, but is not limited to:
 - Hanging wires
 - "Patched" extension cords
 - Sparking equipment
 - Emergency exit doors that do not make an alarm sound
 - Open emergency exit doors

1.1.4 Public Safety and Prevention

- Prevention begins with awareness. Be aware of individuals within the building.
- Always report suspicious activity to the library's guard or a coordinator on duty.
- It is good to keep other employees aware of people in the building. If there is someone in a strange location or hidden away or doing something that is suspicious. Even if the person is not really doing anything wrong, you should let others working in the Public Services area know. This way they will not be caught off guard by the individual.
- Members of the public are not allowed in either 24 hour room after the building closes.
- Report members of the public who are making students feel uncomfortable for whatever reason.
- Report all inappropriate student activity. This includes but is not limited to:
 - Smoking in the building or in any unauthorized area
 - Lighting matches or lighters
 - Students who are yelling or bullying other individuals
 - Arguments between students

Section II. -- RESPONSE

2.1 EVACUATION PROCEDURES

2.1.1 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.
- Dial University Police at x7777 explain the situation.
 - If the emergency requires something to be turned off (e.g. electricity, water lines) tell University Police to notify Facilities and Operations and explain the situation.
- If for some reason University Police is unable to notify the Facilities and Operations, then call them directly at x7416.
- If you are comfortable with doing so, assist anyone who requires help exiting the building.
 - If you do not feel capable to help an individual exit the building, then please instruct them to a safe area and tell them to wait for an Emergency Services professional (e.g. Firefighter, Police, EMT, etc.) to help them.
 - Immediately notify a Firefighter or a Police Officer as well as your Supervisor and Library Administration of the location of the individual in the building.
- If there is someone in the building unwilling to leave after you instruct them to do so, you are to evacuate the building and notify a Firefighter or a Police Officer as well as your Supervisor and Library Administration immediately.
- Evacuate in an orderly fashion according to the evacuation routes that have been established (pages 10-15).
- **Supervisors of student workers must not excuse the student to their dormrooms or to class after an emergency.**
 - **Students who work in the building must also report to the Brennan Hall lawn for a mandatory head count of all Library staff.**

- 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.

2.1.2 Clearing the Building

Area: 5th Floor Stacks

Person(s) responsible for clearing area: Michael Knies, Alternate Elizabeth Teets

People occupying the stack area of the 5th Floor should exit through the emergency stairwell in the far corner of the room (right side of room if back is to Heritage Room / Restrooms).

Those unable to take the steps due to physical limitation should find the safest location on the floor and wait for help.

If the emergency is building-centric then you should advise bystanders to move as far from the building as possible.

All of the Library's Faculty, Staff, and Student Workers should meet in the lawn area near Brennan Hall, so that a head count could be taken.

Area: Heritage Room

Person(s) responsible for clearing area: Michael Knies, Alternate Elizabeth Teets

People in the Heritage room should exit through the emergency stairwell located near the middle of the room (stairwell will be on your left side when back facing the 5th floor book stacks / Restrooms).

Those unable to take the steps due to physical limitation should find the safest location on the floor and wait for help.

If the emergency is building-centric then you should advise bystanders to move as far from the building as possible.

All of the Library's Faculty, Staff, and Student Workers should meet in the lawn area near Brennan Hall, so that a head count could be taken.

Area: 4th Floor: Archives / Quiet Study / Mission Reflection / Administration

Person(s) responsible for clearing area: Charles Kratz, Alternate Kym Fetsko

People occupying any of the above areas should exit through the emergency stairwell located in the hallway which exiting the room directly leads to. (Stairwell is on the Left side past Archives and Special Collections if facing the Glass Doors of the Library Administration office).

Those unable to take the steps due to physical limitation should find the safest location on the floor and wait for help.

If the emergency is building-centric then you should advise bystanders to move as far from the building as possible.

All of the Library's Faculty, Staff, and Student Workers should meet in the lawn area near Brennan Hall, so that a head count could be taken.

Area: 4th Floor Stacks

Person(s) responsible for clearing area: Charles Kratz, Alternate Kym Fetsko

People occupying the stack area of the 4th Floor should exit through the emergency stairwell in the far corner of the room (Right side of room if back is to Restrooms).

Those unable to take the steps due to physical limitation should find the safest location on the floor and wait for help.

If the emergency is building-centric then you should advise bystanders to move as far from the building as possible.

All of the Library's Faculty, Staff, and Student Workers should meet in the lawn area near Brennan Hall, so that a head count could be taken.

Area: Media Resources / 305 / 306 / Systems / Study Room / Staff Lounge

Person(s) responsible for clearing area: Mary Kovalcin, Alternate Vince Yanusauskas

People occupying any of the above areas should exit through the emergency stairwell located in the hallway which exiting the room directly leads to. (Stairwell is directly across the hall from classrooms 305 and 306. It is on the left hand side when facing Media Resources).

Those unable to take the steps due to physical limitation should find the safest location on the floor and wait for help.

If the emergency is building-centric then you should advise bystanders to move as far from the building as possible.

All of the Library's Faculty, Staff, and Student Workers should meet in the lawn area near Brennan Hall, so that a head count could be taken.

Area: 3rd Floor Stacks

Person(s) responsible for clearing area: Mary Kovalcin, Alternate Vince Yanusauskas

People occupying the stack area of the 3th Floor should exit through the emergency stairwell in the far corner of the room (Right side of room if back is to Restrooms).

Those unable to take the steps due to physical limitation should find the safest location on the floor and wait for help.

If the emergency is building-centric then you should advise bystanders to move as far from the building as possible.

All of the Library's Faculty, Staff, and Student Workers should meet in the lawn area near Brennan Hall, so that a head count could be taken.

Area: 2nd Floor Computer Lab / ILL / Offices

Person(s) responsible for clearing area: Betsey, Alternates: Kevin Norris and Bonnie Oldham

People occupying any of the above areas should exit down the Grand Staircase.

Those unable to take the steps due to physical limitation should find the safest location on the floor and wait for help.

If the emergency is building-centric then you should advise bystanders to move as far from the building as possible.

All of the Library's Faculty, Staff, and Student Workers should meet in the lawn area near Brennan Hall, so that a head count could be taken.

Area: 2nd Floor Stacks / Microfilm / Group Study / Study Carrels

Person(s) responsible for clearing area: Betsey Moylan, Alts Kevin Norris & Bonnie Oldham

People occupying areas of the 2nd floor away from the Grand Staircase should use the emergency stairwell in the far corner of the room (Right side of room if back is to Restrooms. Exit is adjacent group study rooms).

Those unable to take the steps due to physical limitation should find the safest location on the floor and wait for help.

If the emergency is building-centric then you should advise bystanders to move as far from the building as possible.

All of the Library's Faculty, Staff, and Student Workers should meet in the lawn area near Brennan Hall, so that a head count could be taken.

Area: Pro Deo Room

Person(s) responsible for clearing area: Pat Savitts, Alternates Narda Tafuri & Sheli McHugh

People occupying the Pro Deo Room should exit through either the main library exit or through the Fire exit on the Commons side.

If the emergency is building-centric then you should advise bystanders to move as far from the building as possible.

All of the Library's Faculty, Staff, and Student Workers should meet in the lawn area near Brennan Hall, so that a head count could be taken.

Area: Circulation / Access Services / Technical Services

Person(s) responsible for clearing area: Pat Savitts, Alternate Narda Tafuri

People occupying the above areas should exit through the main library exit or through the Loading Dock exit.

If the emergency is building-centric then you should advise bystanders to move as far from the building as possible.

All of the Library's Faculty, Staff, and Student Workers should meet in the lawn area near Brennan Hall, so that a head count could be taken.

Area: Reilly Learning Commons

Person(s) responsible for clearing area: Sheli McHugh, Alternates Narda Tafuri & Pat Savitts

People occupying the above areas should exit through either the main library exit or through the Emergency Exit located in the back corner (located to the right side if your back is to the Circulation Desk).

If the building is closed (gate is down). People occupying the Reilly Learning Commons should exit through either the sliding glass doors or take the stairs up 1 floor to the Emergency Exit.

If the emergency is building-centric then you should advise bystanders to move as far from the building as possible.

All of the Library's Faculty, Staff, and Student Workers should meet in the lawn area near Brennan Hall, so that a head count could be taken.

Area: Basement

Although there are no staff offices in the Basement, staff may be working in the McDade/Archives Area, Book Sale area, or pulling materials from Storage or the Media Closet.

At the sound of the alarm, staff should proceed to the nearest exit.

Exit A. Out the door marked “Emergency Exit” (by the Media Closet), and up to either alarmed door. Alarmed doors open inside on the first floor courtyard side of the library.

OR

Exit B. Out the door by the Maintenance office (around the corner at the near end of the room), and up to the door. This service door is not alarmed and exits to outside, facing the DeNaples Center.

All of the Library’s Faculty, Staff, and Student Workers should meet in the lawn area near Brennan Hall, so that a head count could be taken.

2.1.3 Staff Count (Head Count)

Those in a coordinator position or those who are in-charge of their area at that time should perform a head count of all the people in your area.

If someone is not accounted for immediately notify your supervisor, and the library’s administration Charles Kratz, Bonnie Strohl, and Jean Lenville.

2.2 Maintenance/Utilities

In a situation where there is a mechanical, electrical, water related, or any building related matter, it is important to call the Facilities and Operations. Facilities and Operations is responsible for controlling the building’s utilities.

You should wait for the Facilities and Operations and maintenance workers to turn off electricity and water lines.

Facilities and Operations: x7416

2.2.1 Emergency Call List of Staff, Maintenance, and Physical Staff Contacts

NOTE: It is best to contact the Facilities and Operations’ main number directly (x7416) rather than contact individual people in-case of emergencies. However, here is a list of individual people and their roles.

Facilities and Operations Library Building Manager

Name: Bill Hurst

Contact: x7416

Locksmith

Name: Karl Kretsch

Phone – Facilities and Operations x7416
main

Phone – Direct x4729

Technology emergency*Library Systems*

Contact: Mary Kovalcin / Jen Maher (evening)

Phone: x6135

Technology Support Center

Contact: Technology Support Center (Help Desk)

Phone x4357

Architect/Builder

Name: Facilities and Operations

Contact: Mark Murphy

Phone: x7416

Telephones

Name: Technology Support Center

Phone: x4357

Security system

Name: University Police (Emergency)

Phone: x7777 (Non Emergency – x7888)

2.3 LIBRARY EMERGENCY CALL LIST OF LIBRARY PERSONNEL

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

After contacting University Police (x7777) and Facilities and Operations (x7416) decide who else needs to be contacted. Library Administration, Coordinator of Area that was affected, and Disaster Librarian should be notified of an emergency. 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.

The following is a list of Library Administrators, Librarians, and Area Coordinators, and other key personnel. **For personal contact information please refer to the emergency contact list.**

Name:	Charles Kratz
Title:	Dean of the Library and Information Fluency
Work phone/extension:	x4008
Work email:	Charles.Kratz@scranton.edu

Name:	Bonnie Strohl
Title:	Associate Dean
Work phone/extension:	x4006
Work email:	Bonnie.Strohl@Scranton.edu

Name:	Jean Lenville
Title:	Assistant Dean
Work phone/extension:	x4006
Work email:	Nancy-Jean.Lenville@scranton.edu

Name: Betsey Moylan
Title: Reference Coordinator
Work phone/extension: x4000
Work email: Mary.Moylan@scranton.edu

Name: George Aulisio
Title: Public Services Librarian
Work phone/extension: x6793
Work email: George.Aulisio@scranton.edu
Michael Knies

Name:
Title: Special Collections Librarian / University Archivist
Work phone/extension: x6341
Work email: Michael.Knies@scranton.edu

Name: Sharon Finnerty
Title: Media Resources Coordinator
Work phone/extension: x6330
Work email: Sharon.Finnerty@scranton.edu

Name: Mary Kovalcin
Title: Library Systems Coordinator
Work phone/extension: x6135
Work email: Mary.Kovalcin@scranton.edu

Name: Maggie Restuccia
Title: Interlibrary Loan Coordinator
Work phone/extension: x4003
Work email: Magdalene.restuccia@scranton.edu

Name: Pat Savitts
Title: Circulation Coordinator
Work phone/extension: x7524
Work email: Patricia.Savitts@scranton.edu

Name: Narda Tafuri
Title: Technical Services Coordinator
Work phone/extension: x7811
Work email: Narda.Tafuri@scranton.edu

Name: Sheli McHugh
Title: Cataloging and Metadata Librarian
Work phone/extension: x4004
Work email: Michelle.McHugh@scranton.edu

Name: Kristen Yarmey
Title: Digital Services Librarian
Work phone/extension: x7003
Work email: Kristen.Yarmey@scranton.edu

2.4 EMERGENCY INSTRUCTIONS

2.4.1 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. Immediately contact the Facilities and Operations (x7416) or University Police (x7777) and have them quickly page library maintenance.
2. If possible, determine the source of the water leak.
3. When maintenance arrives explain to them the situation.
4. Notify the people on the Emergency Call List as necessary.

If you are certain the water is clean, then you can:

5. 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 A: 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 A for in-house supplies) to relocate materials to a safe area, starting with the materials closest to the floor.
6. See the Recovery section of this plan for instructions on drying wet collections.

2.4.2 Fire

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

1. Assess your safety level. If you are in harm's way immediately move to a safe location.
2. If you see fire or smell smoke, activate the nearest fire alarm.
3. Call University Police (x7777) and explain to them the situation. They will notify the Fire Department with the best possible route information to reach the library.
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.

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.

- Always keep your back to your escape route.

2.4.3 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.
- The environment must be modified so that it is no longer conducive to mold growth. Facilities and Operations should stop any leaks, remove standing water, and/or bring in dehumidifiers to reduce humidity. The climate should be 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 A: In-House Supplies and Appendix B: 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, we should consult a preservation professional before proceeding with drying and/or cleaning. Even molds that are not defined as toxic can cause people who work with them to develop debilitating allergies.
- If the library and/or University 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), then it is recommended we work with a commercial company experienced in dealing with water damage and mold cleanup. See Appendix B: External Suppliers and Services for 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,"
- Sterilize the affected storage area(s), and the climate control system if possible.

2.5 SALVAGE PRIORITIES

Priority 1. – Archives and Special Collections

Michael Knies will coordinate what materials in the Archives and Special Collections need to be moved and in what order.

Priority 2. – Library Art or Library Exhibit (depending on the exhibit)

Priority 3. - Collections by Department or Subject Area

2.5.1 Salvage Priorities by Department

Library Administration, the Acquisitions Librarian, and each of the Subject Specialist Librarians should be contacted to coordinate which materials in their areas of expertise are of the most value.

NOTE: Certain disciplines are usually of a higher cost than most humanities titles (e.g. Biology books are often far more expensive than Philosophy books), meaning it may be necessary for a humanities librarian to aid in the recovery of materials outside of their specialization.

2.5.2 Subject Specialist Librarians

George Auliso -- Communications, Computer Science, Mathematics, Military Science, and Philosophy

Donna Mazziotti – English and Theatre, Sociology and Criminal Justice, Theology and Religion, and Women's studies.

Betsey Moylan – Accounting, Economics and Finance, Marketing and Management, Operations and Information Management, and Education.

Kevin Norris – Art and Music, History, Latin American Studies, Political Science, and World Languages and Literatures.

Bonnie Oldham – Exercise Science and Sport, Nursing, Occupational Therapy, and Physical Therapy Departments.

Bonnie Strohl – Counseling and Human Services, Health Administration and Human Resources, Judaic Studies, and Psychology Departments

Kristen Yarmey – Biology, Chemistry, Environmental Science, and Physics.

2.6 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.

2.6.1 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.

Take photographs or video, and to document the damage in writing (use the inventory list in Appendix C). At this point, you should begin filling out an Incident Report Form, located in Appendix C: Record Keeping Forms.

2.6.2 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.

2.6.3 Sources for preservation advice –

Professional Preservation Advice - Regional Centers

Organization: Conservation Center for Art & Historic Artifacts (CCAHA)

Contact:

264 South 23rd Street

Philadelphia, PA 19103

Phone: 215-545-0613

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

Specialty: Drawings, prints, maps, posters, historic wallpaper, architectural drawings, musical scores, photographs, rare books, scrapbooks, manuscripts, and related materials such as parchment and papyrus. CCAHA has the ability to treat oversize materials and to accomodate large groups of materials.

Organization: Northeast Document Conservation Center (NEDCC)

Contact: Lori Foley, Director of Field Services

100 Brickstone Square

Andover, MA 01810

Phone: 978-470-1010

Web site: www.nedcc.org

Specialty: Books, Paper, Photographs, Digitization

Organization: American Freeze-Dry, inc.
411 White Horse Pike
Audobon, NJ 08106
Phone: 856-546-0777
Specialty: Vacuum freeze-dry

Organization: Eastman Kodak Company
Contact: Disaster Recovery Laboratory
1700 Dewey Ave
Rochester, NY 14650
Phone: 716-253-3907
Specialty: Microfilm

Professional Preservation Advice - Conservators

Organization: Document Reprocessors
5611 Water St.
Middlesex (Rochester), NY 14507
Phone: 585-554-4500
Specialty: Vacuum freeze-drying books and
business records. Recovery of
computer media, microfiche, and
microfilm.

- Decide what will be salvaged and what will be discarded. See Salvage Priorities for an overall list of priority materials. 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 C: 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 A for a list of in-house supplies.

Appendix B: 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.

2.6.4 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 B: 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 C: Record-Keeping Forms for an Environmental Monitoring Form.
- Facilities maintenance personnel and Library Administration should work together to coordinate building recovery issues.

SECTION III: RECOVERY

3.1 GENERAL SALVAGE PROCEDURES

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

3.1.1 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

Gress Public Refrigerated

Contact: Rich Charles

704 Wyoming Ave

Scranton, PA

Phone: 342-8294 (24 hrs/day)

Regulations: Refrigerated storage facility (\$12 / pallet / month). Pallet is 13 sq. ft., 55in. high).
Refrigerated freight trailer can be placed on location (\$500 /day)

Contact: Kane Freight Line, Inc
Stauffer Industrial Park
Scranton, PA
Phone: 343-5263
Note: Refrigerated trucking service.

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 B: 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 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.

Potential locations for air-drying wet collections are:

Within the building: Heritage Room, Reilly Learning Commons, Classrooms.

On campus: Halls, Long Center.

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

3.1.3 Packing

Whether collections are to be moved to another location for immediate air-drying or transported to a local freezer or commercial drying facility, the materials will need to be properly packed and the location/transport of all items will need to be documented.

The order for packing collections will depend on the extent of the damage and the institution's salvage priorities. If collections will be frozen and vacuum-freeze dried, it is usually best to begin with the wettest materials first so that they can be frozen quickly. If only air-drying will be possible, however, it is better to begin with the collections that are the least damaged and most easily salvaged.

If sufficient staffing is available, one or more packing crews should be put together. This will be the responsibility of the Collections Recovery Specialist and the Work Crew Coordinator. See the Disaster Response Team for names and backups for these two positions. The packing crew would consist of a crew leader, box assembler, retriever of collections, wrapper, packer, sealer, record-keeper, and transporter. Book trucks, handcarts, or dollies can be used to move packed materials within the building. See Appendix A: In-House Supplies and Appendix B: 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). 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 B: 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.

3.1.4 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 C: 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.

3.1.5 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.

3.1.6 Evaluation of Salvage Efforts

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

3.2 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.

3.2.1 Archival Materials

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

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

3.2.2 Audio Recordings, CDs, and 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. However, CD cases and paper booklets can be vacuum freeze dried.

3.2.3 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. 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.

3.2.4 General Collection Books

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.

- Don't stack books.
- Don't open wet books, exposing wet paper (pages will tear easily).
- Don't press wet books to extract the water.
- Don't rub surfaces of paper or books to try and wipe off debris (better to wait til the book is dry).
- Don't remove book covers.
- Don't use any colored paper or ink-print paper towels when handling the books.
- Don't pack books with spine up (bindings will sag and textblocks will pull out of bindings).
- Don't pack with unequal sizes side-by-side (smaller one's won't adequately support larger ones).
- Don't pack a second layer of books on top of a spine-down books.

NOTE: Wet books can weigh up to Five times their normal weight, so be careful when handling.

3.2.5 Rare Books

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

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

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.

3.2.6 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.

3.2.7 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.

3.2.8 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.

3.2.9 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.

3.2.10 Paintings

Air dry immediately. Tilt the painting to drain off excess water, and carry it horizontally to a work area. If you cannot hold it horizontally, carry it facing toward you, holding the side of the frame with the palms of your hands. Two people should carry larger paintings. Carefully remove paintings from frames in a safe, dry place. Do not separate paintings from their stretchers. Pack face up without touching the paint layer, and avoid direct sunlight. The order of removal and treatment is: first, the most highly valued; second, the least damaged; third, slightly damaged; and fourth, severely damaged. Consult a conservator for drying techniques.

3.2.11 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 Woodburytypes 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.

3.2.12 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.

3.2.13 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.

Section IV: -- REHABILITATION

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

Options for rehabilitation of water-damaged collections include –

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

Options for rehabilitation of fire-damaged materials include –

- **Cleaning** – Dry-cleaning can be used to remove smoke and soot deposits. Vacuuming, cleaning with dry-chemical sponges, or dry-cleaning powder and erasers are common methods. Wet cleaning should not be used.
- **Odor removal** – For collections with a residual smoke odor, there are professional companies that specialize in deodorization. Treatment in an ozone chamber will reduce the odor, but ozone is a powerful oxidizing agent that accelerates the aging of paper, so it should not be used on archival or other intrinsically valuable materials. Another possibility is to use storage boxes that incorporate zeolites; these have been shown to be effective in

odor reduction. Placing collections in an enclosed container with baking soda, activated charcoal, or kitty litter may also help (these materials should not come into direct contact with the collections, however).

- Recovery of information in charred items – In rare cases of collections that are badly charred but very important, it may be possible for a forensic science laboratory to retrieve information from the materials. This treatment is very expensive and would only be justified for unusually valuable items.
- Repair and rebinding – As with water-damaged collections, charred items can be repaired and rebound. Charred edges would be trimmed and the volumes rebound, as long as the pages are not too brittle.
- Professional conservation treatment – As with water-damaged collections, treatment by a conservator is usually reserved for materials of significant value, due to the high cost of treating individual items.
- Rehousing/relabeling – Boxes, folders, and other enclosures that have suffered fire damage will need to be replaced. In addition, items that have suffered fire damage may be very brittle and may need special enclosures to protect them from future damage.

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

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

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

- What specific steps are needed for each rehabilitation activity?
- Who will carry them out?
- Who will supervise the work?
- Where will the work be done?

- Will temporary storage space be needed?
- What kind of work flow makes sense?
- Who will have authority to discard badly damaged items?
- What funds will be available? From the operating budget? From insurance?
- How should rehabilitation priorities be set to allow quick resumption of essential services?
- How much of the work can be done by staff and how much needs to be contracted out?

Appendix A

IN-HOUSE SUPPLIES

A.1 Basic Disaster Supply Kit

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

<u>Item</u>	<u>Location(s)</u>
Book trucks, hand carts	Access Services / Cataloging / ILL
Brooms and dustpans	Janitorial Closets
Digital Camera	Digital Services Technology Cabinet
Extension cords (50 ft., grounded)	Library Systems / Technology Support Center
First aid kit	Reference Communications Closet
Flashlights (waterproof)	There are a total of 6 flashlights. 1 at Guard's desk 1 at Circulation desk 1 in the Basement near the Elevator 1 at Reference desk 1 in Systems
"Otter box"	1 stored in the disaster proof "Otter Box" Disaster proof box, contents: 1 Flashlight, 1 Disposable Camera, 1 Digital Hygrometer, nitrile gloves, dust masks, 1 first aid kit, and replacement batteries for flashlights
Garbage bags, plastic (30 or 42 gallon)	Janitorial closets
Gloves (nitrile)	Janitorial closets

Mops

Paper pads (for clipboards)

Paper towels

Plastic sheeting, heavy (polyethylene)

Scissors

Janitorial closets

Dean's office

Janitorial closets

Supply closets

Supply closets / Reference desk

Circulation desk / Offices

Appendix B -- EXTERNAL SUPPLIERS AND SERVICES

B.1 Freezing Services

Local freezer (1) –

Name/Organization: Gress Public Refrigerated

Contact: Rich Charles

704 Wyoming Ave

Scranton, PA

Phone: 342-8294 (24 hrs/day)

After-hours phone:

Cell phone:

Regulations: Refrigerated storage facility (\$12 / pallet / month). Pallet is 13 sq. ft., 55in. high). Refrigerated freight trailer can be placed on location (\$500 /day)

Local freezer (2) –

Name/Organization: Kane Freight Line, Inc

Stauffer Industrial Park

Scranton, PA

Phone: 343-5263

Note: Refrigerated trucking service.

B.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.

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.

Munters Corporation - Moisture Control Services
79 Monroe Street
Amesbury, MA 01913
Toll-Free: (800) 686-8377 (24-hr.)
Telephone: (978) 388-4900
Fax: (978) 241-1215
URL: <http://www.muntersmcs.com>
Hours: 7:30 am - 8:00 pm M-F

B.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.

B.4 Preservation Advice - Regional Centers

Organization: Conservation Center for Art & Historic Artifacts (CCAHA)

Contact:

264 South 23rd Street

Philadelphia, PA 19103

Phone: 215-545-0613

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

Specialty: Drawings, prints, maps, posters, historic wallpaper, architectural drawings, musical scores, photographs, rare books, scrapbooks, manuscripts, and related materials such as parchment and papyrus. CCAHA has the ability to treat oversize materials and to accomodate large groups of materials.

Name/Organization: Northeast Document Conservation Center

Contact: Lori Foley, Director of Field Services

100 Brickstone Square

Andover, MA 01810

Phone: 978-470-1010

Web site: www.nedcc.org

Specialty: Books, Paper, Photographs, Digitization

Name/Organization: American Freeze-Dry, inc.

411 White Horse Pike

Audobon, NJ 08106

Phone: 856-546-0777

Specialty: Vacuum freeze-dry

Name/Organization: Eastman Kodak Company

Contact: Disaster Recovery Laboratory

1700 Dewey Ave

Rochester, NY 14650

Phone: 716-253-3907

Specialty: Microfilm

B.5 Professional Preservation Advice - Conservators

Name/Organization: Document Reprocessors

5611 Water St.

Middlesex (Rochester), NY 14507

Phone: 585-554-4500

Specialty: Vacuum freeze-drying books and business records. Recovery of computer media, microfiche, and microfilm.

Appendix C -- 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.

C.1 Collection Incident Initial 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.

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:

C.2 Collection Incident Salvage Timeline Form

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

C.3 Collection Incident Rehabilitation Timeline Form

Date disaster area cleaned: _____

By whom: _____

Rehabilitation/ disposition (e.g., discard, replace, microfilm, photocopy, clean, repair, rebind)	Description of items	Quantity of items	Authorizing Person	Date(s) treated	Date returned to shelf

C.4 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):

C.5 Packing and Inventory Form

Box Number	Original location (e.g., Reference)	Contents (e.g., call numbers)	Material (e.g., books, photo)	Quantity	Damage (e.g., wet, damp, mold, smoke)	Salvage priority	Destination (e.g., air dry, freezer, vacuum freeze drying)

C.6 Environmental Monitoring Form

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

Temperature	Relative Humidity	Time	Person taking reading	Equipment used

C.7 Bomb Threat Form

Date: _____

Time: _____ am/pm

Person receiving the call: _____

ASK THE FOLLOWING QUESTIONS –

Where is the bomb?

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

When will it detonate?

What will cause it to explode?

Why are you calling?

Why was it placed?

Who placed the bomb? _____

What is your name? _____

Keep asking questions until the caller refuses to answer or hangs up.

Additional Information (write down everything you can remember):

Approximate age of caller: _____

Sex of caller: _____

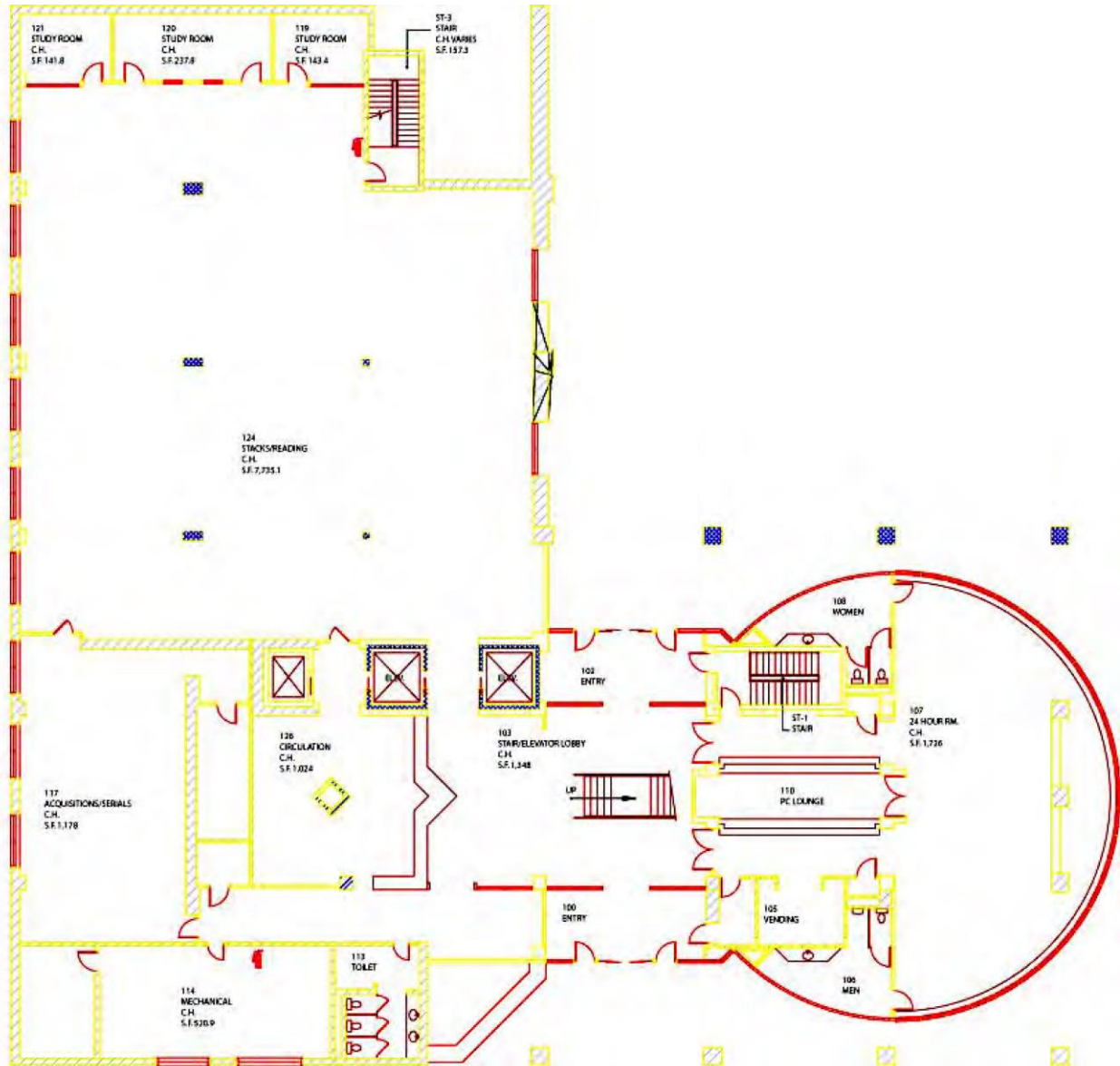
Caller's exact words:

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

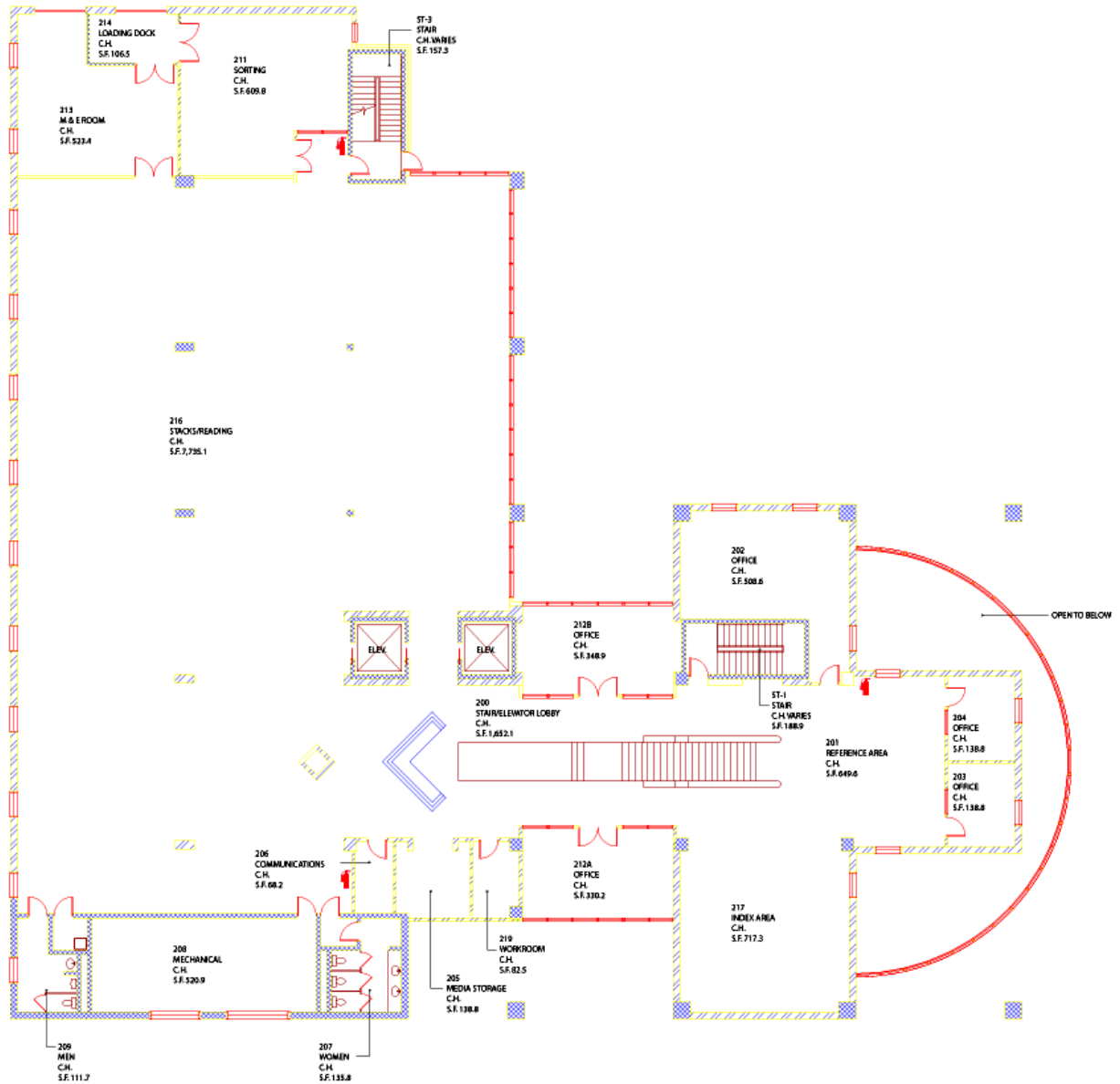
Describe any background noise: (e.g., street noises, voices):

Appendix D – Floor Plans

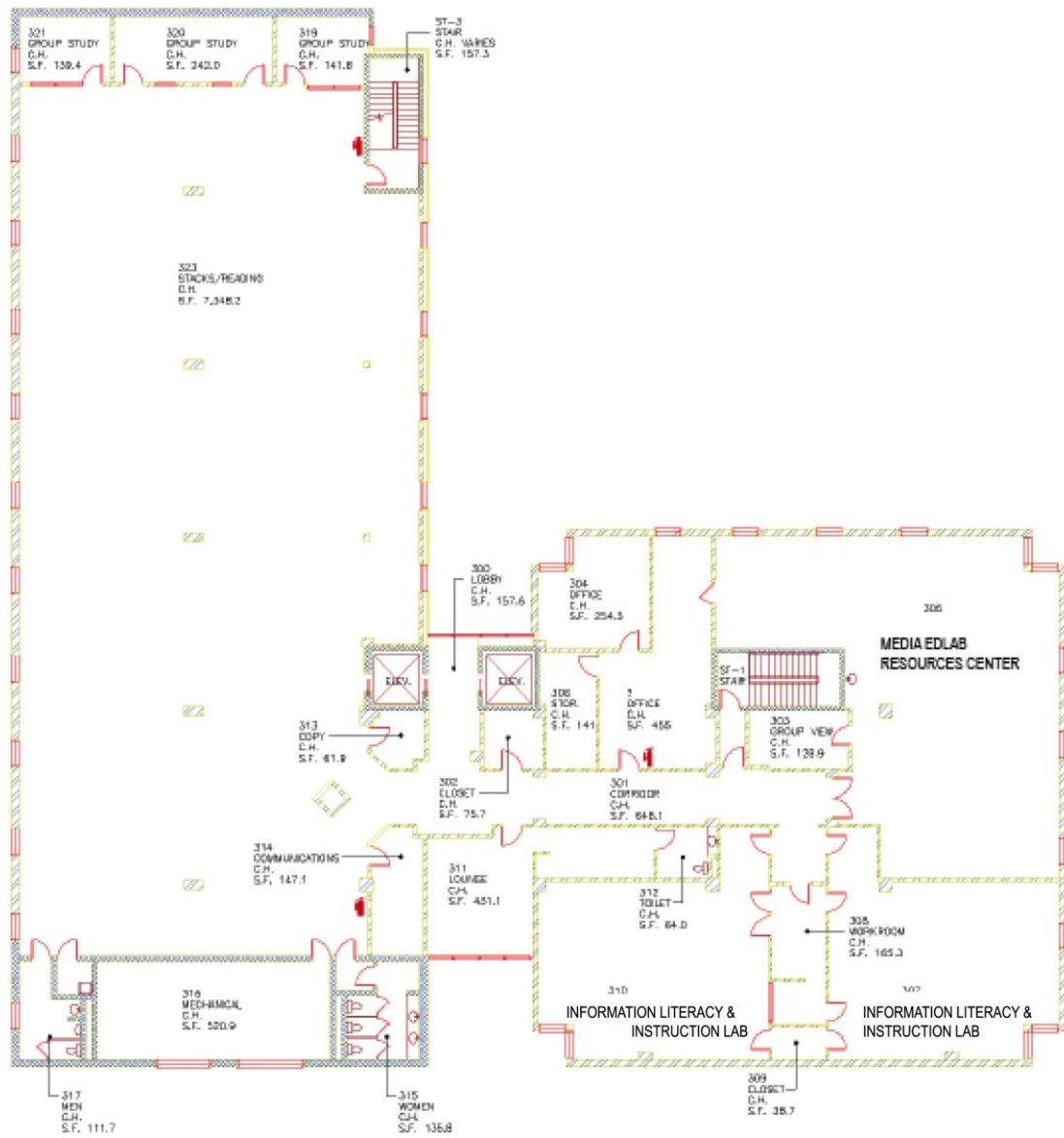
D.1 First Floor



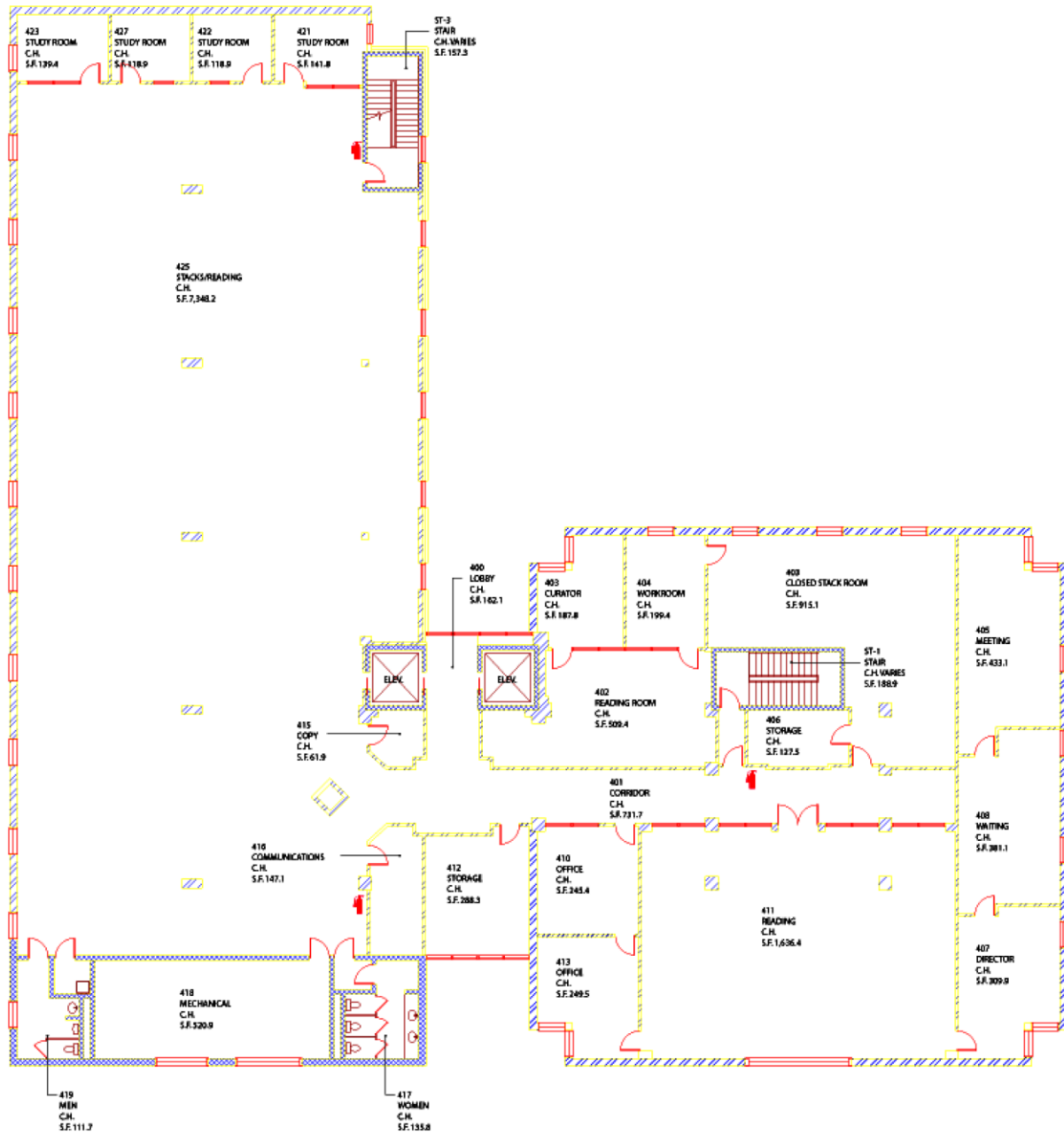
D.2 Second Floor



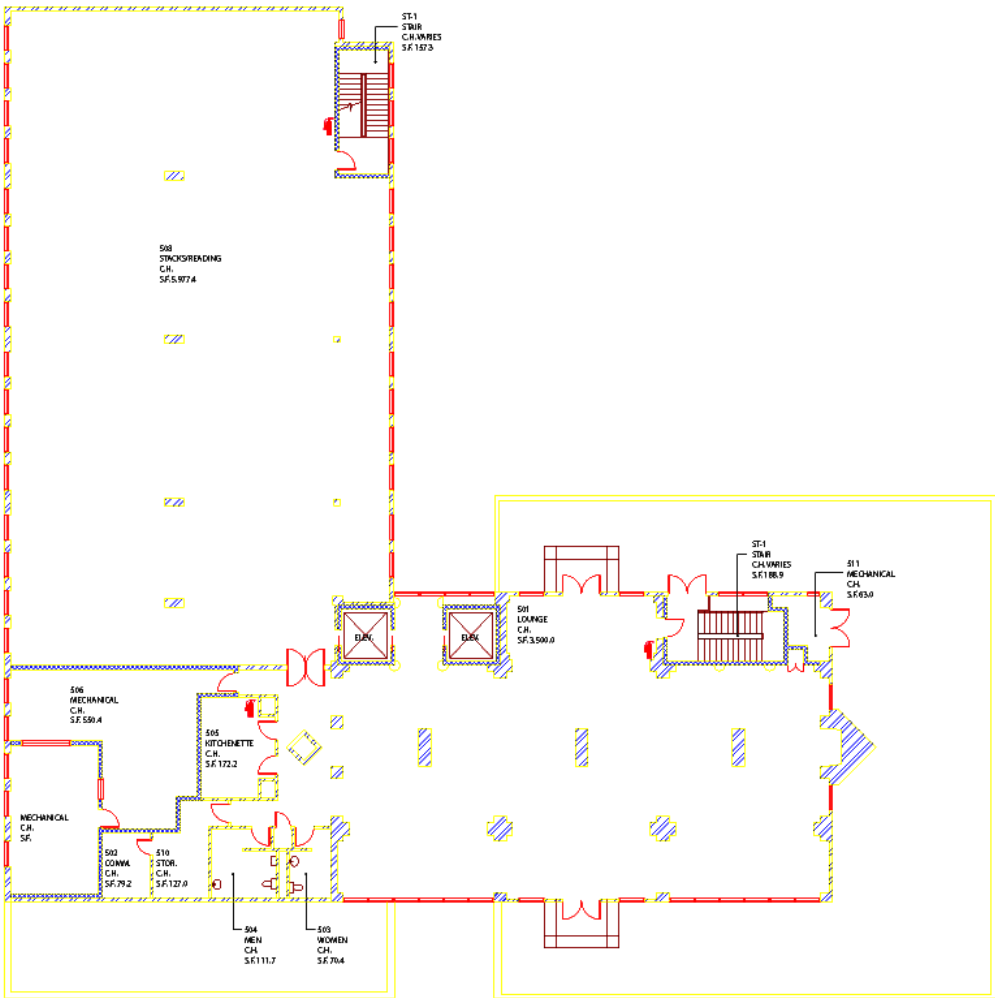
D.3 Third Floor



D.4 Fourth Floor



D.5 Fifth Floor



Appendix E -- 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 and websites relating to disaster planning. More formal types of training should also be offered, such as disaster planning workshops (these are offered periodically by organizations such as NEDCC or the Massachusetts Board of Library Commissioners) or in-house training sessions. 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.

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)
- 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
- 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.

Staff Trainings:

Library wide training conducted by George Aulisio on 6/17/2010

Department managers training by Jean Lenville and Bonnie Strohl on 9/4/2012

Departmental trainings conducted by department managers from 9/4/2012 – 9/14/2012