

WML Disaster Preparedness Plan

The Harry and Jeanette Weinberg Memorial Library

The University of Scranton

Linden St. and Monroe Ave.

Scranton, PA 18510

Prepared by: George J. Aulisio

Last revised: 8/28/2018

Table of Contents

INTRODUCTION.....	5
General Information.....	5
How to Use this Plan.....	5
Review.....	5
University Police -- Emergency Response -- Desk Reference.....	6
SECTION I: -- PREVENTION.....	9
1.1 Awareness.....	9
1.1.1 General Building Safety Awareness.....	9
1.1.2 Prevention of Water Damage.....	9
1.1.3 Fire Prevention.....	9
1.1.4 Public Safety	10
SECTION II: -- RESPONSE.....	11
2.1 LIBRARY EMERGENCY PROCEDURES.....	11
2.2 EVACUATION PROCEDURES.....	12
2.2.1 General Procedures.....	12
2.2.2 Clearing the Building.....	12
2.2.3 Staff Count	12
2.2.4 Maintenance/Facilities.....	13
2.3 EMERGENCY INSTRUCTIONS.....	13
2.3.1 Water Damage (Minor).....	13
2.3.2 Fire.....	13
2.3.3 Mold.....	13
2.4 SALVAGE PRIORITIES.....	14
2.5 INITIAL RESPONSE STEPS.....	14
2.5.1 Assess the Damage.....	14
2.5.2 Prepare for Recovery of Collections.....	14
2.5.3 Sources for preservation advice.....	15
2.5.4 Stabilize the Building and Environment.....	17
SECTION III: -- RECOVERY.....	18
3.1 GENERAL SALVAGE PROCEDURES.....	18

3.1.1 Freezing.....	18
3.1.2 Drying Options.....	19
3.1.3 Packing.....	22
3.1.4 Documentation.....	23
3.1.5 Fire Damage.....	23
3.1.6 Evaluation of Salvage Efforts.....	23
3.2 SALVAGE OF SPECIFIC MEDIA.....	24
3.2.1 Archival Materials.....	24
3.2.2 CDs and DVDs.....	24
3.2.3 General Collection Books.....	24
3.2.4 Rare Books.....	25
3.2.5 Microfiche & Microfilm.....	25
3.2.6 Newspapers.....	26
3.2.7 Objects.....	26
3.2.8 Paintings.....	27
3.2.9 Photographs	27
3.2.10 Serials.....	27
SECTION IV: -- REHABILITATION.....	29
Appendix A -- In House Supplies.....	30
Appendix B -- External Supplies and Services.....	31
B.1 Freezing Services.....	31
B.2 Building Recovery/Collection Salvage Services.....	32
B.3 Microfilm Salvage.....	33
B.4 Preservation Advice - Regional Centers.....	34
B.5 Professional Preservation Advice – Conservators.....	35

Appendix C -- RECORD KEEPING FORMS.....36

C.1 Collection Incident Initial Report Form.....37

C.2 Collection Incident Salvage Timeline Form.....38

C.3 Collection Incident Rehabilitation Timeline Form.....39

C.4 Building Incident Report Form.....40

C.5 Packing and Inventory Form.....41

C.6 Environmental Monitoring Form.....42

C.7 Bomb Threat Form.....43

Appendix D -- Floor Plans.....44

D.1 First Floor.....44

D.2 Second Floor.....45

D.3 Third Floor.....46

D.4 Fourth Floor.....47

D.5 Fifth Floor.....48

INTRODUCTION

General information

This plan is adapted from a dPlan.com disaster preparedness plan. Its purpose is to offer guidance and prepare the staff for emergencies and disaster.

It is important to remember that 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 (1. Prevention, 2. Response, 3. Recovery, and 4. Rehabilitation) and a number of appendices.

Review

This plan should be reviewed and updated annually.

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

University Police – Emergency Response – Desk Reference

Do not hesitate to call University Police in case of an emergency or if you feel unsafe.

University Police Dispatcher: **570-941-7777**

The **University’s Emergency Response Plan** can be retrieved here:

<http://www.scranton.edu/about/university-police/documents/UofS%20ERP2016.pdf>

REPORT A CRIME

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 at **570-941-7777**.

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, University Police may post a community advisory to the entire university community.

EMERGENCY NOTIFICATION

In the event of a credible threat to the safety of the University community, the University will send an emergency notification to all members of the University community (via telephone and email) advising of the nature of the emergency and guidelines to follow to reduce the risk of injury.

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

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 inhabitants are required to evacuate a building when the alarms go off.**

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 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.
- Close steel fire doors if no one is behind you. Do not leave them 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 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

- All staff and student workers should be knowledgeable of the building, its exits, fire alarms, fire extinguishers emergency telephones, and panic alarms.
- Be aware that during an emergency, an alternate evacuation route may need to be taken.
- Staff and student workers should **report all incidents and possible safety concerns** to library administration.
- 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 Damage

- Prevention begins with awareness. Be aware of areas of the building that have had problems in the past:
 - 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
- During a significant storm, someone in the building should do a walk and look for any water damage or possible leaks.

1.1.3 Fire Prevention

- Prevention begins with awareness. Be aware of fire risks within or near the building.
 - Never stack combustible items near heating vents, for example, newspapers.
 - Computers can be very hot, do not stack combustible material near or especially behind a computer.
 - Candles, heated lamps, and burning incense are prohibited.
- Report all fire risks to your supervisor or 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

- 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.
 - Notify as much as the staff as possible when there is suspicious activity.
Especially during the evenings, some staff work alone
- Members of the public are not allowed in either 24 hour room after the building closes.
- Report any member of the public who is making students feel uncomfortable.
- Report all inappropriate 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 individuals

Section II. -- RESPONSE

2.1 Library Emergency Procedures

Library Emergency Procedures (last revised 2/23/18) – This document is meant to compliment the Emergency Desk Reference Document issued by Univ. Police.

Faculty & Staff should report all incidents and safety concerns to Library Administration timely (evening/weekend phone numbers below). This includes anything listed below, and anything else notable or unusual. Student workers should be advised to report any safety concerns to their supervisor, who will then alert Library Administration.

Power outage – Stay in the building until the lights come back on, or until instructed by Univ. Police to evacuate the building. If evacuated clear all patrons, and secure the building as normal at closing, as card swipes will work once power is restored. If needed, flashlights are available at each service desk. Please make sure you know where “yours” is located!

Tornado warning – if an emergency notification is made for a tornado alert, and we are not asked to evacuate, make an announcement requesting that patrons clear the Heritage Room (glass ceiling) and move away from windows on all floors. If instructed to take cover, the stairwells are the best location. The basement is also an option, but is very crowded. If evacuation is necessary an announcement should be made, and the fire evacuation plan should be followed unless other directions are given.

Evacuation Announcement: Due to _____ University Police have asked that the building be evacuated. Please take your belongings and proceed to the nearest exit. Do not use the elevators. If you need assistance please use a red emergency phone and state your location for University Police.

Loss of water – if emergency notification is made for loss of water in the building contact Univ. Police at x7888 (non emergency number) for advice on whether or not to evacuate or to just post signs.

Significant Rain Storms - During unusually strong storms Research Services & Circulation Services should do a walk through the building and look for any water damage and/or possible leaks. If anything is discovered call Facilities at 7416 and/or Univ. Police (7777 emergency/7888 non-emergency). If collections are getting wet move the materials or cover the area with plastic and consult the Emergency (Disaster) Plan.

- **Inclement Weather** - If you are at work or scheduled to work and have any weather related concerns please contact Jean or Charles. **If the decision is made to close the library please let your supervisor know (for timecard purposes).**

2.2 EVACUATION PROCEDURES

2.2.1 General Procedures

- Remain calm.
- Always respond to an evacuation order do not assume the situation is a drill.
- Remember that 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.
- Student workers on duty during an evacuation must also report to the Brennan Hall lawn for a mandatory staff 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.

2.2.2 Clearing the Building

- Library employees should attempt to clear the entire building of all occupants.
- Staff can make announcements to clear the building when necessary.
- If necessary, pull the fire alarm.
- Advise people who are unable to take the stairs due to physical limitations to a safe spot on the floor and immediately notify emergency services of their location.
- If the emergency is building-wide, then you should advise evacuees and 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 staff count could be taken.

2.2.3 Staff Count

- Coordinators should perform a staff count of all the people in your area.
- If someone is not accounted for immediately notify your supervisor and library administration.

2.2.4 Maintenance/Utilities

- For mechanical, electrical, or utility related situations, call Facilities and Operations (x7416) or have University Police (x7777) page maintenance staff to the location.

2.3 EMERGENCY INSTRUCTIONS

2.3.1 Water Damage (Minor)

These instructions are meant for clean (not contaminated) water leaks only. If water is contaminated (e.g. sewage water), then professional assistance will need to be called.

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

If you are certain the water is clean, then you can protect the collections from further damage as appropriate by:

- Moving wet or vulnerable items to a dry, secure location nearby.
- Protect collections by covering them with plastic sheeting. See Appendix A: In-House Supplies for the location of in-house supplies.

2.3.2 Fire

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

- Assess your safety level and determine the safest evacuation route.
- If you see fire or smell smoke, activate the nearest fire alarm while exiting the building.
- From a safe location, call University Police (x7777) and explain the situation. They will notify the Fire Department with the best possible route information to reach the library.

2.3.3 Mold

If you discover mold:

- Find the source of the mold, if possible. Normally this would be moisture in the form of a leak, but high humidity, poor air circulation, and condensation are also common causes.
- 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 may need to 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 below 70 degrees Fahrenheit and 50 percent relative humidity.
 - Monitor temperature and humidity with a reliable monitoring instrument.

- Isolate infected books and other items.
- 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/leaf39.htm> and “Managing a Mold Invasion: Guidelines for Disaster Response,”

2.4 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 subject area

2.5 INITIAL RESPONSE STEPS

This section provides a general outline of the initial steps to take when an emergency causes 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.

2.5.1 Assess the Damage

- Determine the extent of the damage
 - 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 there is water damage, what kind is it (e.g., clean, dirty, rain, river, sewer)?
- Take photographs or video, and document the damage in writing (use the inventory list in Appendix C).
 - Fill out an Incident Report Form (See Appendix C: Record Keeping Forms)
- If collections are soaked, then the books will need to be frozen ASAP.
- If collections are damp and there is space to do so, they can be air-dried. See Section II: Recovery for salvage instructions.

2.5.2 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.
- Decide what will be salvaged and what will be discarded.

- Remember that salvage priorities may need to be adjusted according to the extent and or type of damage.
- Decide how the damaged materials will be treated.
 - Sort wet collections, separating those to be frozen from those to be air-dried.
 - Keep track of collections at all times; use the Packing and Inventory Form in Appendix C: Record-Keeping Forms for this purpose.
- Determine if it is necessary to relocate parts of the collections for either salvaging damaged books or storing books to prevent further damage.
- 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.

2.6.3 Sources for preservation advice –

Organization:	Conservation Center for Art & Historic Artifacts (CCAHA)
Contact:	264 South 23 rd 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 accommodate 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.

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

Name:	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.

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.

3.2 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 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 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.

3.2.4 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.

3.2.5 Microfiche & Microfilm

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.

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.

3.2.6 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.

3.2.7 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.

3.2.8 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.

3.2.9 Photographs

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.

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.

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.

3.2.10 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.

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

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

Item	Location(s)
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	Janitorial closets
Paper pads (for clipboards)	Dean's office
Paper towels	Janitorial closets
Plastic sheeting, heavy (polyethylene)	Supply closets
Scissors	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 23 rd 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 accommodate large groups of materials.
Name/Organization:	Northeast Document Conservation Center
Contact:	Lori Foley, Director of Field Services
Web site:	www.nedcc.org
Specialty:	Books, Paper, Photographs, Digitization
Name/Organization:	American Freeze-Dry, inc.
Contact:	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.3 Collection Incident Rehabilitation Timeline Form

Date disaster area cleaned: _____

By: _____

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.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: _____

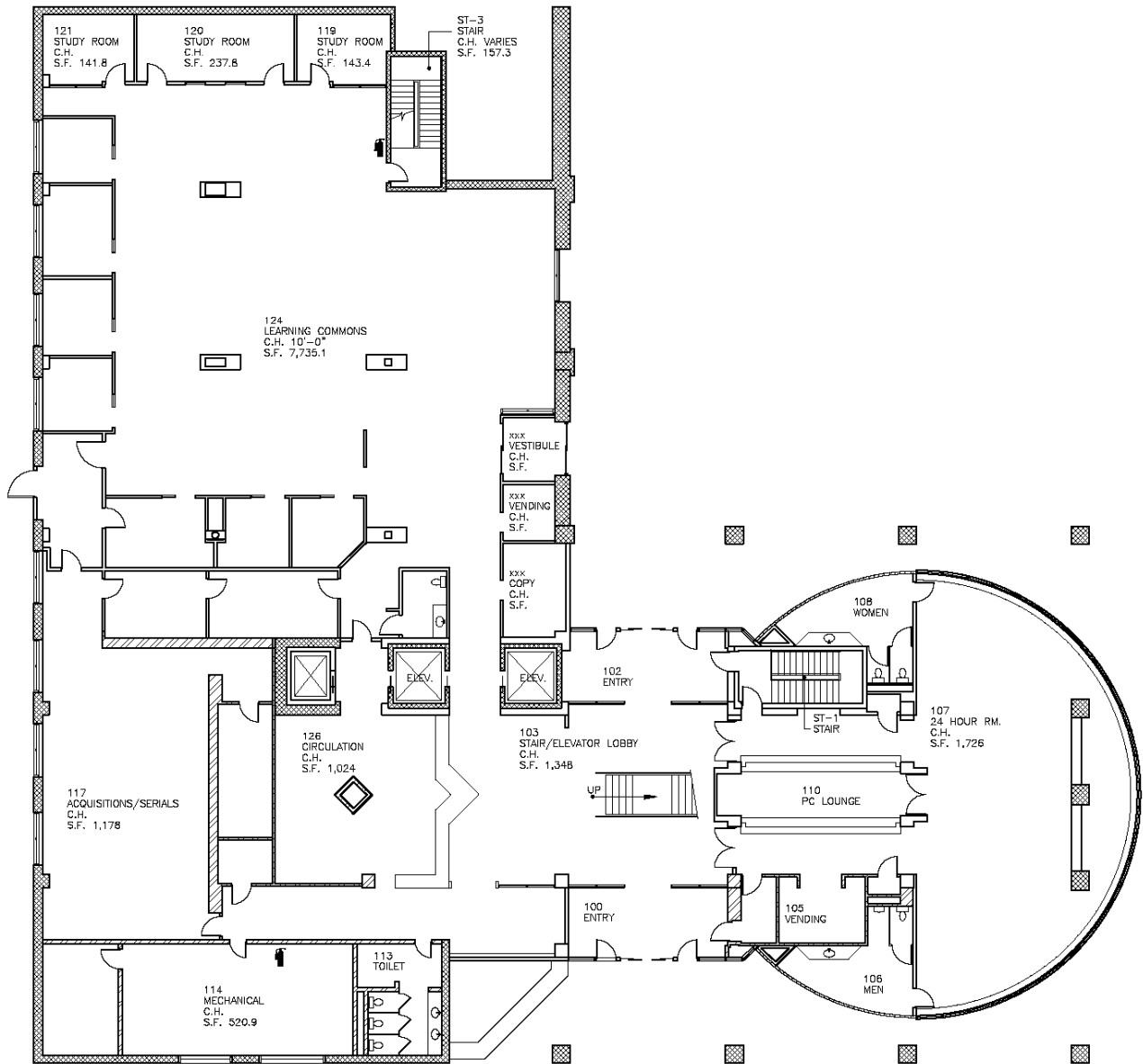
Caller's exact words:

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

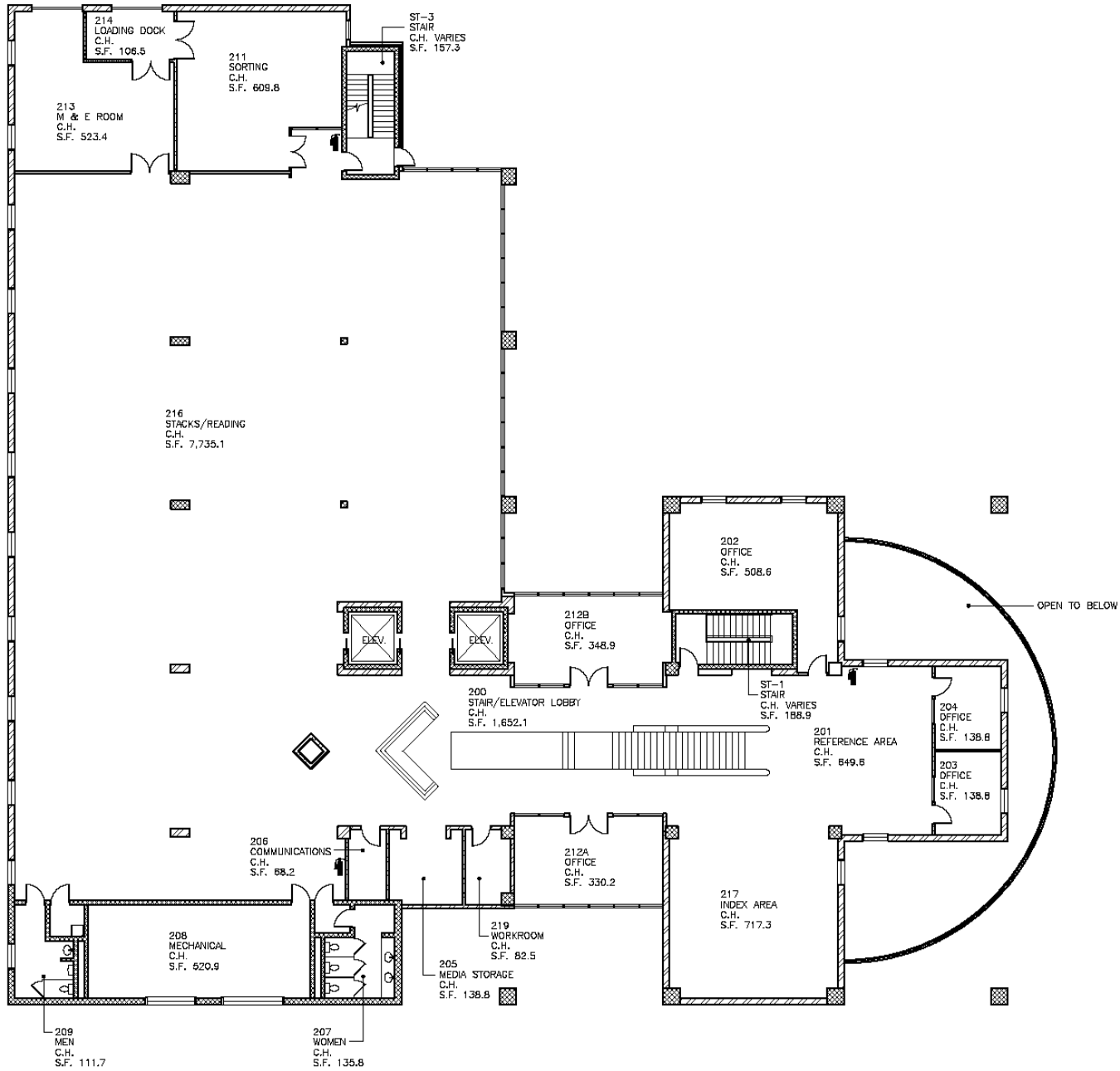
Describe any background noise: (e.g., street noises, voices):

Appendix D – Floor Plans

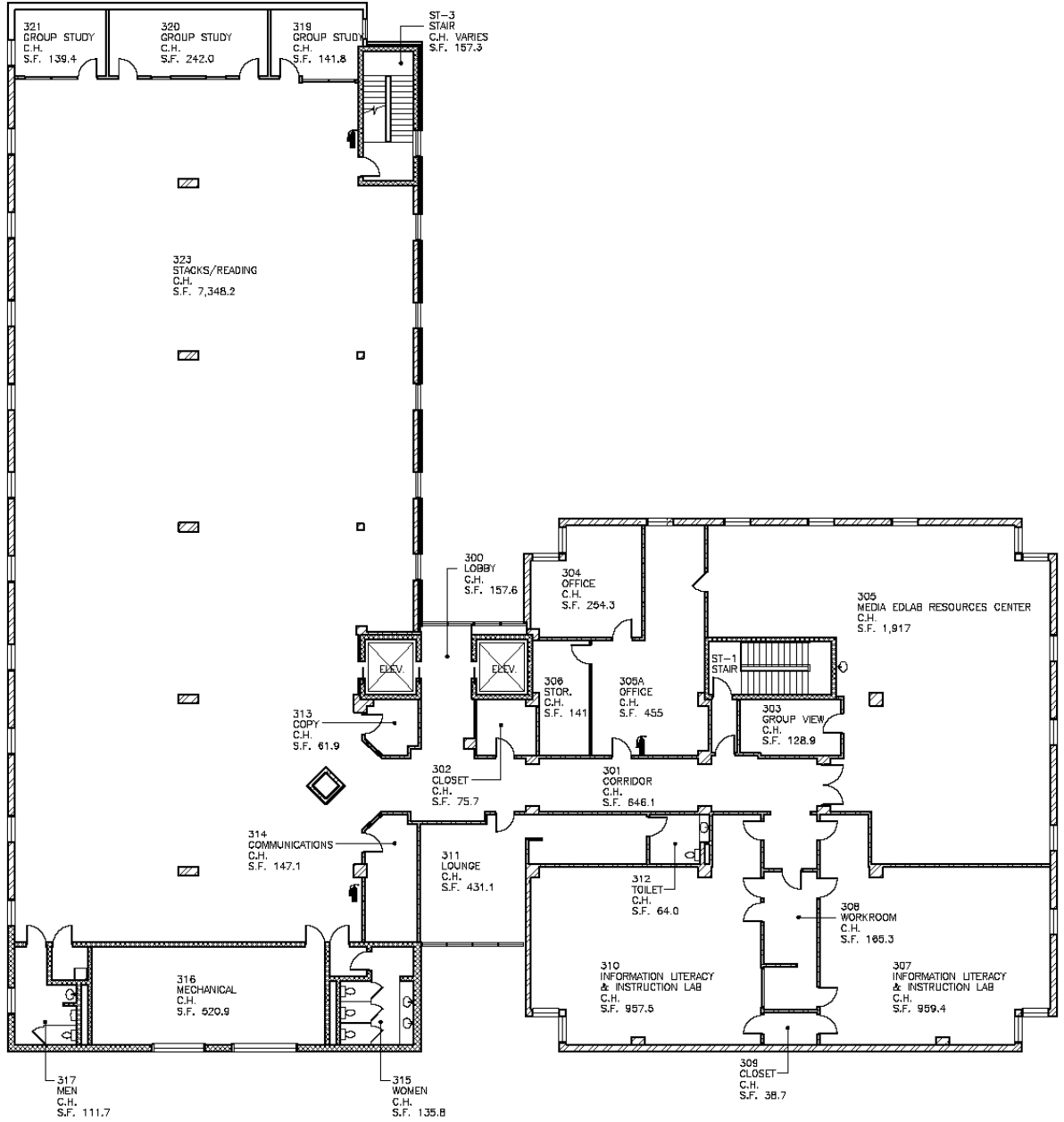
D.1 First Floor



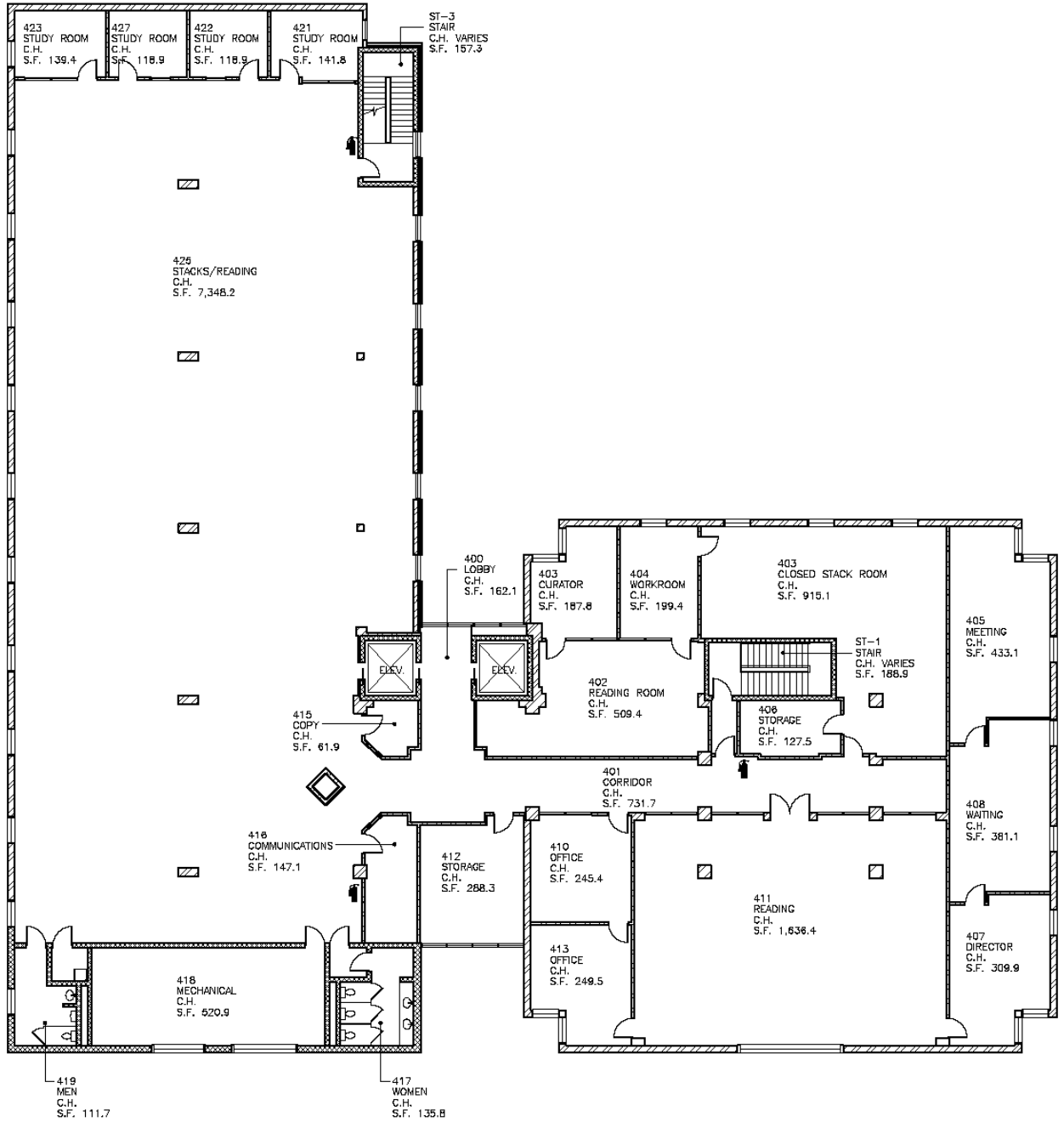
D.2 Second Floor



D.3 Third Floor



D.4 Fourth Floor



D.5 Fifth Floor

