

Health Sciences Library and Biocommunications Center
University of Tennessee Health Science Center

EMERGENCY AND DISASTER RECOVERY PLAN

Committee Members

David Armbruster
Brenda Green
Richard Nollan, Chair

2012

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EMERGENCY AND DISASTER RECOVERY CALL LIST

CAMPUS EMERGENCY REPORTING PROCEDURES

For all emergencies involving harm (or possible harm) to people, call the Campus Police at 448-4444. Do not call 911. If needed, 911 will be called by the Campus Police.

For leaking pipes and other minor problems, call the library director's office at 448-5694. If no one in library administration is available, call Facilities at 448-5661.

When reporting any incident, be prepared to state the nature of the incident, its location, and your name. The form can be found on the library's intranet site (requires NetID login) at <http://intranet.lib.uthsc.edu>.

LIBRARY ADMINISTRATION

	<u>Name</u>	<u>Phone</u>	<u>Home</u>	<u>Work</u>	<u>Mobile</u>
Director	Tom Singarella		372-4895	448-5694	628-7280
Business Manager	Maggie White		413-0476	448-6312	413-0476
Administrative Asst.	Brenda Clark		542-3495	448-5638	857-1431
Access Services	Gwen Jackson		682-4088	448-5847	488-7277

DISASTER RECOVERY TEAM

	<u>Home</u>	<u>Work</u>	<u>Mobile</u>
Richard Nollan	372-8905	448-6053	517-5447
Brenda Green	276-7362	448-4759	
David Armbruster	327-2271	448-5051	240-4450

All phone numbers are area code 901 unless otherwise noted.

In case of a serious situation that affects collections, call the first person on each list. If unavailable, leave a message and call the next person on each list until someone is contacted. Each person contacted calls the person whose name is next on the list.

INTRODUCTION

What happens if there is an emergency or disaster in the Health Sciences Library? What should people do? How can we protect life? How can we protect the library and the collection, and how can we provide access to resources and services in the event of a widespread disaster? These are the questions that provided the impetus for the development of this plan: *Emergency and Disaster Recovery Plan*.

This document presents a plan of how to react in the case of an emergency (e.g., crime, water leak, fire) or widespread disaster (e.g., earthquake, tornado) that befalls our facility; as such, it outlines a course or principle of action that we have adopted to protect life, the facility, collections, service provision, and access to library services and materials in time of need to our library patron primary group: UTHSC students, faculty, and staff.

Natural disasters cannot be prevented and can happen to any library. But we hope that the severity of a disaster or emergency situation in our library can be minimized using this recovery plan. Knowing what to do and what not to do before, during, and after a disaster can help to prevent panic, lessen the severity of damage, and enable the library to implement an organized recovery operation after the dust settles, the smoke dissipates, or water subsides. We define a disaster as an emergency that has gotten out of control, so we prepare for emergencies, and, if our planning is successful, we will minimize the disaster effect. The plan aims to minimize the damage incurred during an emergency by providing guidelines for a rapid and effective response to an emergency situation.

The disaster plan consists of two sections: Emergency Procedures and Disaster Response and Recovery Procedures.

Many people had input into the disaster plan. We examined other plans throughout the medical library field to determine best practices. Our disaster plan was developed by a library committee, chaired by Richard Nollan and charged with developing a document and process that would guide library staff in the event of a disaster.

All library staff members should read and have access to this disaster plan.

Thomas Singarella, Ph.D.
Professor and Director
Health Sciences Library and Biocommunications Center

PURPOSE OF THE EMERGENCY AND DISASTER RECOVERY PLAN

Unforeseen crises such as water, smoke, fire, natural disasters, and even the possibility of terrorism require emergency preparedness planning. Organized and proactive responses to emergency situations are necessary to protect employees and clients and to prevent total destruction/loss.

This *Emergency and Disaster Recovery Plan* outlines the key components in disaster preparedness, dealing with disaster prevention, immediate response activities, recovery or salvage procedures, and rehabilitation of damaged materials. It also contains actions to assist in managing the library's collection, disaster preparedness strategies, and the roles and functions of response personnel.

Copies of this Disaster Plan should be kept both on-site and off-site. Each member of the disaster team, as well as the library director and special collections librarian, will have a personal copy of the full plan to be kept at home. Department heads will have copies of the plan and will make staff members aware of the plan, train them in its use, and discuss with them any revisions to it. A current, electronic copy will be on the library's intranet (intranet.lib.uthsc.edu/).

LIBRARY MISSION STATEMENT

The mission of the Health Sciences Library and Biocommunications Center is to provide an environment conducive to student learning and the biomedical information resources necessary for teaching, research, service, and patient care, and to support efforts to improve the health of Tennesseans.

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EMERGENCY PROCEDURES

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ELEVATOR EMERGENCY PROCEDURES

In the event someone is trapped in the elevator, talk to the person(s) and tell them that help is coming. Advise them to use the phone if they find that reassuring. The phones are connected to Campus Police. Then observe the following procedures:

During regular working hours

Call the Campus Police (**448-4444**) and inform the library director's office (448-5694). They will contact Facilities Operations. If library administration is not available, call facilities at **448-5661** for assistance.

Tell them someone is trapped in an elevator and that help is needed immediately.

Give them the number and the location of the elevator that is not working: No. 57 (public elevator right), No. 58 (public elevator left), No. 59 (internal library elevator), and No. 60 (library service elevator).

Evenings and weekends

Call the Campus Police at **448-4444** or Facilities Operations at **448-5661**. Notify either Gwen Jackson or Maggie White. See Call List (p. 2) for telephone numbers.

LIBRARY CLOSINGS

Inclement Weather

The library may close because of weather conditions, such as snow or ice. If this happens, the library will conform to the campus administration's decision to close when it is announced. When inclement weather occurs, call 901-448-8ICE for more information.

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Power Outages

When outages occur during the day, inform library administration or call Campus Police at **448-4444**. It is not necessary for library patrons and personnel to leave the library. If the outage persists and results in the closing of the campus, then all patrons must leave.

If the outage occurs during the evening or weekend hours, call Gwen Jackson or Maggie White and contact the Campus Police. If the outage lasts more than 20 minutes, the library should be closed.

VIOLENCE

If suspicious or offensive behavior is observed, ask a supervisor or another staff member to help evaluate the situation.

If emergency intervention is required, report the incident to Campus Police at **448-4444**. Give your name. State if it is an emergency. Explain the nature of the problem and your exact location. Answer all questions before hanging up, unless you must move to protect your life.

Do not attempt to detain the person yourself.

Note: You should report ALL incidents or threats. In each event, complete and turn in a library incident report to the director's office. The form can be found on the library's intranet site (requires NetID login) at <http://intranet.lib.uthsc.edu>.

ACCIDENTS/MEDICAL EMERGENCIES

Medical emergencies involve illness or injury to library patrons or library staff.

General Procedures

Dial Campus Police at **448-4444**. Do not call 911.

Report location of the person needing assistance.

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State that you have a medical emergency and that an ambulance is needed. The call will be transferred to the responding agency. Be prepared to give a basic description of the nature of the injury or illness.

If no ambulance is needed, state injury or medical condition.

If trained, begin first aid.

Do not move the ill/injured person unless failure to do so would cause further injury AND it is safe to do so.

If Campus Police are not on the scene, send someone outside to direct the emergency responders to the location of the medical emergency.

Note: Campus Police should be notified of all cases of mental health crises (suicide attempts, disorientation, etc.).

Injured library staff members who are ambulatory can obtain medical assistance at the University Health Services (910 Madison, Suite 922) or by calling 448-5630.

In each case, a library incident report should be completed and turned in to the director's office. The form can be found on the library's intranet site (requires NetID login) at <http://intranet.lib.uthsc.edu>.

Staff Certified in CPR and AED

Health Sciences Library staff, who are currently certified in CPR (cardiopulmonary resuscitation) and AED (automated external defibrillator), include:

Wanda Booker-Wade	wbookerw@uthsc.edu 448-7295
Gloria Harris	gharris@uthsc.edu 448-5406
Mary Williams	mwill108@uthsc.edu 448-5154

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Carolyn Polk	cpolk@uthsc.edu 448-5036
Alicia Sanders	asanders@uthsc.edu 448-5634
Delores Johnson	dajohnson@uthsc.edu 448-5634
Brenda Clark	bclark11@uthsc.edu 448-5638

First Aid and Emergency Equipment

Small first aid kits are located at the Reference Desk, Circulation Desk, administrative assistant's office (room 330), and in the administrative closet (room 331). Large cardboard boxes containing such items as gauze sponges, surgipads, elastic bandages, surgical gloves, and scissors, and first aid instructions are in the library supply room (room 373).

In the event that first aid or CPR assistance is needed, call Campus Police for assistance at 448-4444. In an acute emergency, seek help from trained library patrons. If no assistance is available, do the best you can until assistance arrives.

FIRE EMERGENCY PROCEDURES

IF YOU DISCOVER FIRE:

- Keep low.
- Take short breaths through your nose.
- If you are able, place a wet towel over your mouth and nose.
- If blinded by smoke, keep moving—feeling your way as you go.
- Do not under any circumstances risk your life. Always evacuate when you hear the fire alarm or when in doubt.

Precautions If Prevented from Exiting

- Close as many doors as possible between you and the fire.
- Before opening any door, feel to determine if it is hot. **If hot, do not open!** Find another exit. Open any door cautiously. Be prepared to slam the door shut if you feel heat rush in.
- If smoke can leak around doors and vents, stuff openings with cloth, rugs, drapes, etc. If possible, soak cloth with water.
- Do not jump from upper floors. Rescue may be only moments away.
- If trapped in a room, hang something out of the window to attract the attention of emergency personnel.

Report All Fires

Activate the fire alarm pull station nearest the fire by pulling the lever all the way down.

Call Campus Police at **448-4444** and give the exact location of the fire (building, floor, room number), what is burning, and any injuries. Give your name.

REMEMBER, you must report all fires to the Campus Police in addition to pulling the fire alarm box.

Assist in the evacuation of personnel, if necessary, from the area to a muster area (predetermined safe location). It is the responsibility of individual departments to inform staff as to locations designated as muster areas). Attempt to provide an accounting of all personnel working in the affected area.

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Close the doors as you exit the fire area.

Fight small fires with the proper extinguisher only if you are trained to do so. **KNOW** and understand the limitations of the equipment. **DON'T TRY TO BE A HERO!**

Remain with the Campus Police until an emergency coordinator has received all pertinent information as to the nature of the problem.

In each case, complete and turn in a library incident report to the director's office. The form can be found on the library's intranet site (requires NetID login) at <http://intranet.lib.uthsc.edu>.

FIRE EXTINGUISHER AND FIRE ALARM LOCATIONS

Fire alarms are located on all floors by the door to the

- Southwest emergency exit
- Northeast emergency exit

Fire extinguishers are located on all floors:

- 2nd floor
 - West wall between the Media Lab and staff office hallway
 - East wall of staff office corridor outside Interlibrary Loan Office (room 226)
 - East wall near Circulation Desk
 - West wall near emergency exit (outside library)
- 3rd floor
 - Northwest corner of building, outside director's office (room 332)
 - East corridor, outside mail room (room 355)
 - Kitchen (room 360)
 - South wall near emergency exit

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- 4th floor
 - Southwest corner of building near copy room (room 407)
 - Southwest corner of stack area
 - Northwest corner of building (Madison Ave. windows)
 - Northeast corner of building (Madison Ave. windows)
 - Southeast corner of building

- 5th floor
 - Southwest corner of building near emergency exit
 - Southwest corner of stack area near room 509
 - Northwest corner of building (Madison Ave. windows)
 - Northeast corner of building (Madison Ave. windows)
 - Southeast corner of building

IN THE EVENT THAT AN EMERGENCY DOOR IS OPENED AND AN ALARM SOUNDS, SLAM THE DOOR SHUT TO DISCONTINUE THE ALARM.

WATER LEAKS/INTERNAL FLOODS

Nonemergency Situation

Call the library director's office at **448-5694**. If no one is available in library administration, call Facilities at **448-5661**. Report the problem and the exact location (building, floor, room).

Take any necessary steps to minimize damage using emergency supplies that are located in the library's supply closet. Place a bucket under leaking water or use paper towels to wipe up if feasible.

Emergency Situation

Call Campus Police at **448-4444**. Report the nature and severity of the problem and the exact location (building, floor, room). Give your name and a callback number.

Turn off and unplug all electrical equipment in the affected area.

DO NOT STAND IN OR WALK THROUGH WATER THAT MAY BE IN CONTACT WITH LIVE WIRES!

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Do not remove affected books from the shelves. Emergency supplies (plastic sheeting, mops, buckets, etc.) are in the library's supply closet (third floor next to the student break room) or in the maintenance closets located on the south end of each floor. See the EMERGENCY SUPPLIES list. For treatment of wet books, please refer to the DISASTER RECOVERY RESPONSE section.

If evacuation is necessary, see LIBRARY EVACUATION PROCEDURES.

Evenings and weekends: After calling **448-4444**, notify the circulation supervisor who will contact the Disaster Recovery Team, if necessary, and other appropriate personnel. If the circulation supervisor is unavailable, notify the director. Home phone numbers are listed on page 2.

LIBRARY-SPECIFIC EVACUATION PROCEDURES

When the library alarm system is activated, several loud beeps will sound.

If the library is to be evacuated, suggested wording for the public announcement is

It is necessary to evacuate the building at this time. Please take your belongings with you and leave immediately, using the nearest exit. [If there is a fire, add "Do not use the elevators.]" You will be advised when it is safe to re-enter the building.

REPEAT

Circulation Staff Procedures

The circulation supervisor will check to see if the building is clear, assisted by designated floor monitors (weekdays).

Designated Floor Monitors

During working hours

5th Floor: Rick Fought, Paul Gahn, Robert Mitchell

4th Floor: Deborah Taylor, Maggie White

3rd Floor: Tom Singarella, David Armbruster, Brenda Clark, Brenda Green

2nd Floor: Mary Williams, Lin Wu, Richard Nollan

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Evenings and weekends: The staff on evenings and weekends will be responsible for checking each floor.

General Evacuation Procedures

Week Day Staff

Emergency exit stairs are located in the southwest and northeast corners of the library. Elevators automatically turn off when alarms are sounding.

Personnel responsible for building evacuation will politely ask library patrons to immediately vacate the building. If patrons will not do so, state that library policy requires that their names be reported to the Campus Police, who will evict them. Students will be reported to their dean. Then request their names and IDs. If they refuse, call Campus Police and state the room number. Later complete the library Incident Report Form. Library administration will report students to their dean. The Incident Report Form can be found on the library's intranet site (requires NetID login) at <http://intranet.lib.uthsc.edu>.

Supervisors are responsible for making sure all of their staff members are accounted for at a pre-designated location outside the building. This includes during fire alarm drills.

Do not re-enter the building until the campus police, health and safety officer, or the fire marshal gives approval.

Evacuation of Persons with Disabilities

Floor monitors will also be responsible for assisting evacuation of persons with disabilities. In case of fire or power failure, take people in wheelchairs and with other mobility impairments to the south emergency stairwell exits. You are not required to stay with them. Tell them you will report their location and situation to the nearest emergency personnel (fireman, police, EMTs) who will return to evacuate them. Direct emergency personnel as they arrive to the location of people who need assistance in leaving the building.

Once everyone is alerted, leave the building. Don't take unnecessary risks. People who refuse to leave must take responsibility for their actions.

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Evening and Weekend Staff

Follow the procedures above. Notify the circulation supervisor who will call other appropriate personnel. If the circulation supervisor is unavailable, notify the director or the next person on the Disaster Recovery Call List on page 2.

People on duty should follow the Evacuation of Persons with Disabilities instructions on the previous page. Weekend staff members are responsible for checking the upper floors.

Supervisors will account for all personnel in their departments.

TORNADO

When a tornado warning has been announced, all staff and patrons should move to the basement of the Alexander Building and proceed to the tunnel system underneath the General Education Building. As soon as the warning announcement has been made, the circulation staff member scheduled at the Circulation Desk should repeat the announcement over the public address system in case the campus alert was not heard in all parts of the building.

Suggested announcement:

The University has just issued a campus-wide tornado warning, which applies to all library patrons and staff. Please take your belongings with you and go to the basement of the Alexander Building until we are advised that the warning has been cancelled.

Once the public address announcement has been made, most staff should immediately proceed to the basement. Office doors should be closed but not locked. Individuals are designated to check each floor of the building to remind patrons to go to the basement. It is not necessary to insist that patrons depart: once alerted, their safety is their own concern.

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Designated Floor Monitors

During working hours

5th Floor: Rick Fought, Paul Gahn, Robert Mitchell

4th Floor: Deborah Taylor, Maggie White

3rd Floor: Tom Singarella, David Armbruster, Brenda Clark, Brenda Green

2nd Floor: Mary Williams, Lin Wu, Richard Nollan

Evenings and weekends: The staff on evenings and weekends will be responsible for checking each floor.

People on duty at the Circulation Desk should go to the basement and not worry about unauthorized exit and entry.

Supervisors/coordinators will account for all personnel in their departments.

TERRORISM

Bomb Threats

Telephone Threats

Most bomb threats are made by telephone and are directed to a specific building or department. The employee who receives such a call should

- a. Keep the caller on the phone as long as possible. Have someone else immediately notify Campus Police. Ask the caller to repeat the message. If possible, write down every word spoken by the caller.
- b. Note the date and time of the call and the telephone number that was called.
- c. Ask the following questions:
 1. When is the bomb going to explode?
 2. Where is the bomb right now?
 3. What kind of bomb is it? Dynamite? Black Powder? TNT? Plastic?
 4. What does it look like?
 5. How will the device be set off? Timing device? Heat? Chemical?
 6. Why did you place the bomb?
 7. Where are you calling from?
 8. What is your name and telephone number?
- d. Get a description of the caller's voice. If possible, include approximate age (old or young), sex, accent, and tone of voice.

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- e. Pay attention to and record any background noises such as motors running, music playing, or any other noise, which may give a clue as to caller's location.
- f. Was the voice familiar? If so, who did it sound like?
- g. Record the time that the caller hung up, and anything else that appears pertinent.

Written Threats

When a threat is written it is important to save all materials, including the envelope. Notify library administration first, and they will notify campus police immediately. If library administration is not available, contact Campus Police at 448-4444. Try to avoid any unnecessary handling. Every effort should be made to retain evidence such as fingerprints, writing, paper, or postal marks.

Bomb Explosion

In a building explosion, clear the library using the evacuation plan. Get out of the building as quickly and calmly as possible. If items are falling off of bookshelves or from the ceiling, get under a sturdy table or desk.

If there is a fire

- Stay low to the floor and exit the building as quickly as possible.
- Cover nose and mouth with a wet cloth.
- When approaching a closed door, use the palm of your hand and forearm to feel the lower, middle, and upper parts of the door. If it is not hot, brace yourself against the door and open it slowly. If it is hot to the touch, do not open the door--seek an alternate escape route.
- Heavy smoke and poisonous gases collect first along the ceiling. Stay below the smoke at all times.

If you are trapped in debris

- Use a flashlight.
- Stay in your area so that you don't kick up dust. Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so that rescuers can hear where you are. Use a whistle if one is available. Shout only as a last resort--shouting can cause a person to inhale dangerous amounts of dust.
- Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.

Chemical Agents

Chemical agents are poisonous gases, liquids, or solids that have toxic effects on people, animals, or plants. Most chemical agents cause serious injuries or death. Severity of injuries depends on the type and amount of the chemical agent used and the duration of exposure. Were a chemical agent attack to occur, authorities would instruct citizens to either seek shelter where they are and seal the premises or evacuate immediately. Exposure to chemical agents can be fatal. Leaving the shelter to rescue or assist victims can be a deadly decision. There is no assistance that the untrained can offer that would likely be of any value to the victims of chemical agents.

Biological Agents

Biological agents are organisms or toxins that have illness-producing effects on people, livestock, and crops. Because biological agents cannot necessarily be detected and may take time to grow and cause a disease, it is almost impossible to know that a biological attack has occurred. If government officials become aware of a biological attack through an informant or warning by terrorists, they would most likely instruct citizens to either seek shelter where they are and seal the premises or evacuate immediately. A person affected by a biological agent requires the immediate attention of professional medical personnel. Some agents are contagious, and victims may need to be quarantined. Also, some medical facilities may not receive victims for fear of contaminating the hospital population.

Note: You should report ALL incidents or threats. In each event, complete and turn in a library incident report to the director's office. The form can be found at <http://intranet.lib.uthsc.edu>.

Safe Mail Handling

Identifying Suspicious Packages and Envelopes

Some characteristics of suspicious packages and envelopes include the following:

- Inappropriate or unusual labeling
- Excessive postage
- Handwritten or poorly typed addresses
- Misspellings of common words

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- Strange return address or no return address
- Incorrect titles or title without a name
- Not addressed to a specific person
- Marked with restrictions, such as "Personal," "Confidential," or "Do not x-ray"
- Marked with any threatening language
- Postmarked from a city or state that does not match the return address

Appearance

- Powdery substance felt through or appearing on the package or envelope
- Oily stains, discolorations, or odor
- Lopsided or uneven envelope
- Excessive packaging material such as masking tape or string

Other suspicious signs

- Excessive weight
- Ticking sound
- Protruding wires or aluminum foil

If a package or envelope appears suspicious, **DO NOT OPEN.**

Handling Suspicious Packages or Envelopes

- Do not shake or empty the contents of any suspicious package or envelope
- Do not carry the package or envelope, show it to others or allow others to examine it
- Put the package or envelope down on a stable surface; do not sniff, touch, taste, or look closely at it or at any contents that may have spilled
- Alert others in the area about the suspicious package or envelope
- Leave the area, close any doors, and take actions to prevent others from entering the area
- If possible, shut off the ventilation system
- WASH hands with soap and water to prevent spreading potentially infectious material to face or skin
- Call Campus Police at 448-4444 and the library director's office
- Create a list of people who were in the room or area when this suspicious letter or package was recognized and a list of persons who also may have handled this package or letter
- Give this list to local public health authorities, law enforcement officials, and the library director's office

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Note: You should report ALL incidents or threats. In each event, complete and turn in a library incident report to the director's office. The form can be found on the library's intranet site (requires NetID login) at <http://intranet.lib.uthsc.edu>.

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DISASTER RESPONSE AND RECOVERY PROCEDURES

DISASTER RECOVERY ASSIGNMENTS

- **WHO IS IN CHARGE**
Richard Nollan, or first available Disaster Recovery Team member
- **ARRANGEMENTS FOR EQUIPMENT, SUPPLIES, CONSULTANTS**
Brenda Clark, Maggie White
- **LIAISON WITH POLICE, FIRE, SECURITY, FACILITIES OPERATIONS**
Normal work hours: Tom Singarella, Brenda Clark
Nights and Weekends: Gwen Jackson or Maggie White
- **BIBLIOGRAPHIC CONTROL**
Deborah Taylor, Wanda Booker-Wade
- **MEDIA/PUBLIC RELATIONS**
David Armbruster
- **WHO CAN SIGN IF AUTHORIZATION NEEDED FOR EXPENDITURES**
Tom Singarella, Maggie White
- **VOLUNTEER RECRUITMENT AND TRAINING**
Paul Gahn, Brenda Green
- **TELEPHONE COMMAND POST**
Brenda Clark, Maggie White
- **NONPRINT MEDIA SALVAGE**
Rick Fought, Robert Mitchell
- **RECORDER/DAMAGE PHOTOGRAPHER**
Paul Gahn or David Armbruster

For phone numbers, see the Call List on page 2.

DISASTER RECOVERY RESPONSE

The disaster plan focuses on what happens when there is extensive water damage. Ninety-five percent of all disasters will result in water-damaged materials.

Notify

Library Administration
Tom Singarella (448-5694)

Disaster Recovery Team
Richard Nollan (448-6053), Brenda Green (448-4759), David Armbruster (448-5051)

Stabilize the Environment

Enter the building as soon as clearance is received from the Fire Marshall or Health and Safety Officer. If extensive water damage has occurred, it is important to act quickly. **The environment must be stabilized to prevent the growth of mold. Ideal conditions for a recovery operation are 65 degrees F and 50% relative humidity.** Get help from the campus facilities office (448-5661) to turn off water and heat, turn on the air conditioning, mop or pump out any standing water, set up portable fans to circulate air, and, if possible, vent air from the area. A portable generator may be necessary if electric power is unreliable. Pumps and/or wet/dry vacuums may be needed to remove standing water. It may be necessary to remove soaked carpeting. A portable dehumidifier can be used if the area is small and enclosed and its operation doesn't increase room temperature. Monitor temperature and humidity with thermometers, hygrometers.

Assess the Situation

When the Disaster Recovery Team arrives, the damage must be assessed. Wear protective clothing if necessary. Walk through the entire area and take extensive notes **in pencil** asking the following questions:

How much damage has occurred?

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What kind of damage (water, fire, smoke, soot, sewage)?

Is damage confined to one area or is the entire library affected?

How much of the collection is affected?

What kinds of materials are damaged (books, journals, documents, photos, equipment)?

What salvage priorities have been placed on the damaged items?

Can damaged materials be salvaged by the Disaster Recovery Team or will outside help be needed?

What hazards need to be eliminated before the Recovery Team can begin salvage (fallen debris, gas, live wires)?

REMEMBER: WET BOOKS, PAPER FILES, AND AUDIO AND VIDEO TAPES MUST BE SALVAGED WITHIN 48 HOURS TO PREVENT MOLD GROWTH.

Throughout the initial period of damage assessment and stabilization, it is essential to restrict access to the affected area(s). Security is necessary to prevent theft and additional damage to collections and to keep unauthorized personnel from interfering with disaster recovery operations.

Call in the entire Disaster Recovery Team and **review assignments**.

Establish a command post to direct recovery operations.

Arrange for workspace, services, and equipment.

Arrange for an area large enough to handle salvage operations. Get supplies from the supply closet (Room OD10A). If working space is not available on campus, it may be necessary to locate space offsite. Arrange for freezer space, trucks, or vacuum freeze-drying as necessary.

Consult the Manual for the Directory of Consultants, Services, and Supplies for sources of assistance.

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If necessary, activate the plan for **salvage of water-damaged materials**.

Recruit volunteers and organize their efforts. Keep spirits up by frequent breaks, food, and encouragement.

Document activity by photos and a chronological log.

Restore the area.

Arrange for cleaning with campus Environmental Services Dept. or a professional cleaner. Walls, floors, ceilings, and all furniture and equipment must be scrubbed with soap, water, and fungicide. Get professional help if area must be fumigated. Continue to ensure good air circulation.

Follow-up Assessment

A written report, including photographs, should be prepared as soon as possible after the recovery operation is concluded. A critical assessment should be made of the effectiveness of the plan and an evaluation given of all sources of supply, advice, and support, both on and off campus. Append a copy of the report to all copies of the disaster plan. Revise the plan as needed in light of the lessons learned.

IN-HOUSE EMERGENCY SUPPLIES

A basic emergency recovery kit is located in the library supply closet. The room can be unlocked with a library master key that is available in library administration.

Photocopy of Peter Waters, *Procedures for salvage of water-damaged library materials*, 2nd rev. ed., 1979. (Z 701 W37 1979).

SALVAGE PRIORITIES

FIRST PRIORITY

Rare books, manuscripts	Room 508
Archives	Room 508 and 407a
Pre-1900 journals	Fifth floor stacks

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Administrative records	Room 331 – 2 four-drawer file cabinets Room 333 – 1 four-drawer file cabinet Room 338 – 1 two-drawer lateral file cabinet 1 four-drawer lateral file cabinet 1 five-drawer file cabinet Room 340 – 2 two-drawer lateral file cabinets
Server backup data cartridges	Room 234B

SECOND PRIORITY

Current journals	Second floor and fourth floor
Audiovisual collection	Multimedia Lab
Older journals	Fifth floor

THIRD PRIORITY

Circulating monographs	Second floor and fifth floor
Reference books	Second floor
Reserve books	Second floor

NO SALVAGE

Indexes and abstracts	Second and fifth floor
Leisure reading	Second floor
Computers, other equipment	Throughout library

SALVAGE PROCEDURES FOR WATER-DAMAGED MATERIALS

DO NOT, UNDER ANY CIRCUMSTANCES,

- **ENTER AN AREA UNTIL IT HAS BEEN DECLARED SAFE**
- **ATTEMPT TO OPEN A WET BOOK**
- **ATTEMPT TO CLOSE AN OPEN BOOK THAT IS SWOLLEN**
- **USE MECHANICAL PRESSES TO SQUEEZE WATER FROM WET MATERIALS**

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- **ATTEMPT TO SEPARATE BOOKS THAT ARE STUCK TOGETHER**
- **WRITE ON WET PAPER**
- **USE BLEACHES, DETERGENTS, WATER-SOLUBLE FUNGICIDES, ADHESIVE TAPES (OR ADHESIVES OF ANY KIND), PAPER CLIPS, OR STAPLES ON WET MATERIALS**
- **USE COLORED OR PRINTED PAPER OF ANY KIND DURING SALVAGE AND RECOVERY OPERATIONS**
- **PACK NEWLY DRIED MATERIALS IN BOXES OR LEAVE THEM UNATTENDED FOR MORE THAN 2 DAYS UNLESS YOU ARE CERTAIN THERE IS NO DANGER FROM MOLD**

SALVAGE PROCEDURES FOR WATER-DAMAGED MATERIALS

Slightly Wet

Air-drying may be attempted if volumes are just damp or only the edges are wet. **DO NOT ATTEMPT TO AIR-DRY VOLUMES WITH COATED PAPER.** The pages will stick together and become inseparable. Place white blotting paper on the table. Stand the book on edge, lightly fanned, and in a current of moving air. If the binding is damper than the text block, place paper towels or Reemay between the boards and the text. Change the paper every 2 or 3 hours from between pages and underneath the book. Do not reuse the paper. Turn the book over, alternating on its head and bottom edge. When almost dry, lay the book flat, push the back and boards gently into position, and place a light weight on top. Lightweight volumes (loose issues of journals or very thin paperbacks) may be hung on thin monofilament line (not more than 1/32") or placed flat on white paper towels, interleaving every 20 pages. Turn pages to give the most exposure to air. **Do not** return books to the stacks until they are completely dry and there is no danger of mold spreading to other books. An Aqua-Boy or other moisture meter can be used to determine the moisture content left in the books.

Very wet, on coated paper, evidence of mold, color or ink running

If more than 100 volumes have been damaged, books are very wet, paper is coated, color or ink is running, or books are very dirty, they should be prepared for freezing. This will prevent mold growth while decisions are made on what rehabilitation measures to take. **MOLD WILL BEGIN TO GROW WITHIN 48 HOURS. FREEZING AS QUICKLY AS POSSIBLE IS THE BEST HOPE FOR SALVAGING THESE MATERIALS.**

Pack materials as quickly as possible. It is easier to inventory if they can be removed from the shelves in order. Wrap wet books in freezer paper (waxed side next to the book) to keep binding color from staining. Pack **spine down** in plastic milk crates or Rescubes (heavy cardboard boxes if nothing else is available). Try to pack books of similar sizes together. Pack snugly so that the books don't move but don't crush. Wrap open books as found and place on top of a packed container with a layer of freezer paper under the open volume. Do not place more than one open volume in a container. If books are stuck together, do not attempt to separate. Pack books as found. Don't attempt to close open volumes or open closed volumes. Seal all books with evidence of mold in clear plastic bags and mark as "moldy".

Inventory by labeling each container with the library's name and an assigned number. Use pencil or Sharpie laundry pen. In a separate logbook, record the container number, the first and last call numbers of the volumes packed, and the total number of books in the container. If they are not in call number order, note the location where they were found. **Transport to a freezer facility within 48 hours.** If the containers are sent to more than one freezer, note which containers are sent to which freezer. Keep records of discarded items. Books will emerge from freezing in pretty much the same condition as they went in.

If books are dirty, it is best to **let them dry and then brush off the dirt.** Under no circumstances should you wash the following: Full or partial leather bindings, vellum or parchment bindings or pages, open or swollen volumes, fragile or brittle materials, manuscripts.

Set volumes on their heads, opening covers slightly to support the volume. Put Reemay or paper towels between the text block and binding to absorb water. Each time the wet paper is changed, reverse the direction of the volume.

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Remove wet paper from the area promptly to reduce humidity. Make sure that air is circulating constantly with fans, use dehumidifiers if available, and keep the temperature as low as possible.

Interleave wet books **ONLY** when they have been partially dried. Open the book very carefully (wet paper is easily torn) and interleave from the back with white paper towels or Reemay cut slightly larger than the book. Interleave about every 25 pages. Leave the book lying flat until some of the water is absorbed. Then if it can support the weight, stand it upright, head down. Use fans to keep the air moving. Change interleaving when it becomes damp and interleave different pages each time.

Wrap with freezer paper, pack, and inventory as described above. **Transport** to a freezer facility.

NONBOOK MATERIALS

Documents, Unbound Materials

Freeze documents in folders as they are found. Pack in boxes by laying the box on its side so that the folders don't need support as they are loaded. Interleave folders every 2 inches with waxed or freezer paper. Fill the space between the documents and the sides of the box with loosely crumpled paper towels or other absorbent nonprinted paper to prevent the contents from shifting when the boxes are moved.

Wet sheets can be separated by the following technique:

Place a sheet of polyester film on top of a stack of wet, unbound papers.

Rub gently with a bone folder; surface friction causes the wet paper to adhere to the film.

Place the polyester film with the document adhered to it on top of a piece of polyester Reemay, and then remove the film.

Place another piece of polyester Reemay on top of the wet sheet.

Repeat the entire process as many times as necessary.

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Air dry with good air circulation. Papers may be flattened when they are almost dry by placing them between sheets of blotting paper and applying even pressure with weights.

Photographs

Priorities

Salvage prints first, then film (film is more stable).

Salvage color prints before black and white. **Note:** Color prints may be very difficult to salvage because color layers separate quickly.

In general, wet photographs should be air dried or frozen as quickly as possible. Once stabilized by either of these methods, there is time to decide which course of action to pursue.

Air-drying Photographs

Separate photos from their enclosures, frames, and from each other. If stuck together or adhered to glass, set them aside for freezing.

Allow excess water to drain off.

Spread the photos out to dry, face up, lying flat on absorbent material such as blotters, unprinted newsprint, paper towels, or a clean cloth.

Photos may curl during drying. They can be flattened later.

Freezing photographs

If immediate air-drying of photos is not possible or if photos are stuck together, freeze them. Loose photos can be interleaved with Reemay or waxed paper to make them easier to separate later. Place them in small plastic bags for freezing.

Drying frozen photographs

Frozen photos are best dried by thawing, followed by air-drying on a clean, absorbent surface.

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Vacuum thermal drying is not recommended. Vacuum freeze-drying is OK but surface gloss may be lost.

Slides

Slides can be rinsed and dipped in "photo-flo" slide cleaner or a similar commercial product and air dried by hanging on a monofilament line or propping on edge. They should be removed from their paper frames and remounted.

Slides mounted between glass must be removed from the glass or they will not dry.

INFORMATION TECHNOLOGY

All library servers are located in Information Technology Services, with the exception of the Pay-for-Print server. Generally, computer hardware will be evaluated to determine functionality. If damaged, computer hardware will not be recovered.

Faculty and Staff Workstations

Faculty and staff workstations will be restored on an "as needed" order depending on necessity, available computer hardware, and the requirements and availability of related library services.

Servers

Priority will be given to restoring functionality of any production web servers to ensure prompt restoration of access to online resources. The remaining servers, for example, the Pay-for-Print server, will be restored on an "as needed" basis, available server hardware, and the requirements and availability of related library services.

Public Workstations

Public workstations will be restored after faculty/staff workstations and library servers, as resources are available.

Online Resources

Access to online resources should be restored as soon as possible. However, as providing access provision depends on the campus network infrastructure, immediate restoration of online services may not be possible. In such a scenario, library servers should be restored to a state where they are ready to provide access as soon as network connectivity allows.

In the event that the campus network will be unavailable for an indeterminate length of time, arrangements should be sought out where possible with individual vendors to provide access directly to users.

SALVAGE OPTIONS

Vacuum freeze drying

This is the safest and most successful method, but it is the most expensive. The chamber uses high vacuum and heat and turns the ice crystals in the frozen material to water vapor that is collected on a cold panel. This option must be considered if there is a large amount of material that must be salvaged. Materials **must** be frozen before they can be vacuum freeze dried. See the Directory for vacuum freeze drying services.

Freeze drying

The UTHSC currently does not have the facilities for freeze drying. See the list of suppliers for local freeze drying businesses.

Vacuum thermal drying

This is not recommended as heat may damage paper, ink may run, and bindings distort. Cannot be used for coated paper, film, or photos. Microwave ovens should not be used for the same reasons.

Air drying

Can be used for a fairly small number of volumes if a place can be found to let the books dry over a period of time. It is labor intensive because pages have to be fanned and air circulated continuously. This method **cannot be used for coated paper**. See salvage procedures for details on air drying.

MOLD

Mold spores are always present in the air and can grow rapidly when the right conditions are reached. Mold can develop within 48 hours if the temperature is over 70 degrees Fahrenheit and the relative humidity is over 55%.

Mold can be harmful to human health. Work outdoors with moldy material whenever possible. Wear disposable gloves, washable clothing, and a toxic dust mask or respirator with a filter that can be changed frequently. People with mold allergies should take extra precautions.

Locate the Cause

Check humidity and temperature. Look for sources of moisture. Ask Facilities Operations to see if HVAC is functioning properly (especially heat-exchange coils). Is ventilation poor? Remedy any obvious problems immediately.

Isolation

When mold is discovered, assess the extent of the damage and decide whether the problem can be dealt with in-house. If the number of items affected is manageable, separate the affected material and move it to a clean area with proper temperature and humidity. If the infestation is severe, call for professional help.

Drying

Drying will cause mold to become inactive.

If only a few items are moldy, they can be air-dried outside with careful monitoring. Sunlight will kill some mold spores.

If working outdoors isn't possible, find an area inside that can be ventilated to the outside. Put clean paper towels on a table. Spread papers and fan book pages. Air circulation can be improved with fans but use a low fan speed and direct the air so that spores are flushed outside and not spread around the room.

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If there is too much to deal with at one time, moldy material may be frozen and removed from the freezer later in manageable portions. Freezing will arrest mold growth but will probably not kill the spores.

Cleaning Moldy Material

When the items are dry, cleaning can begin. Continue to wear protective gear and remove contaminated paper towels, rags, etc., from the area frequently.

The best way to clean moldy material is with a filtered vacuum. Change the filter frequently. Go over all surfaces and repeat the process with a dry chemical sponge. A soft brush can be used if the mold is not active.

Book bindings can be wiped gently with a 70% alcohol and water solution.

Keep material isolated for several weeks and monitor for reappearance of mold. Return to the original location only when there is no sign of regrowth and the environment is stable.

Cleaning the Storage Area

Clean the storage area (shelves, wall, floor) thoroughly with Lysol or Chlorox. Be sure the area is well ventilated. Clean carpets and drapes if necessary. Vacuum up dust. If odor remains, place charcoal briquettes or bowls of baking soda in the area to absorb odors.

Follow-up after a Mold Outbreak

Monitor all affected material on a regular basis to look for renewed mold growth or after-effects of treatment or cleaning.

Monitor temperature and humidity in the affected area. Make sure housekeeping and air circulation are adequate.

Relocate material in any areas that are unstable.

Undertake any necessary repairs and upgrades to prevent a recurrence.

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Circulation staff should be on the alert for any books that are returned wet. These should not be returned to the shelves until they are dried. Any signs of mold that appear during reshelving should be reported.

REHABILITATION

After damaged materials have been dried, decisions must be made on whether they can be rehabilitated. This will usually be done on a case-by-case basis.

CONSIDER

- Discarding
- Replacement
- Cleaning
- Rebinding
- Recasing
- Repairing
- Microfilming
- Photocopying

DIRECTORY OF CONSULTANTS, SERVICES, AND SUPPLIES

Disaster Consultants

National Library of Medicine
Preservation and Collection Management Section
RM B1 E21
8600 Rockville Pike
Bethesda MD 20894
<http://nmlm.gov/sea/services/disaster.html>
Contact: Mary Kate Dugan, 301-435-7113,
Mary_Kate_Dugan@nlm.nih.gov OR
Margaret Byrnes, 301-435-7110, Margaret_Byrnes@nlm.nih.gov

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National Network of Libraries of Medicine
Southeast Atlantic Region
University of Maryland, Baltimore
Health Sciences and Human Services Library
601 W. Lombard Street
Baltimore, MD 21201
<http://nnlm.gov/sea/outreach/disasterrelief.html>

SOLINET (Southeastern Library Network, Inc.)
1438 W. Peachtree St. NW, Suite 200
Atlanta, Georgia 30309-2955
1-800-999-8558
404-892-0943
http://www.solinet.net/preservation/preservation_home.cfm

AMIGOS Preservation Service
14400 Midway Road
Dallas TX 75244
1-800-843-8482
<http://www.amigos.org/>
contact: Marian Green, Preservation Field Services Officer
green@amigos.org, x2844

TEMA - Tennessee Emergency Management Agency
3041 Sidco Drive
Nashville, TN 37204
PHONE: 615-741-0001
FAX: 615-242-9635
http://www.nashville.gov/oem/oem_matters.htm

Memphis Emergency Management Agency
P.O. Box 111249
Memphis, TN 38111
Phone: (901) 458-1515
Fax: (901) 458-40160
<http://www.cityofmemphis.org/framework.aspx?page=251>

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Cold Storage Facilities

Americold Corporation
1100 E. Parkway St.
Memphis, TN 38114
901-452-1611
Fax: 901-452-1620
1-888-484-4877
http://www.americold.net/facilities/warehouses/tn_memphis.html

ServiceMaster
National Claim Processing Center
860 Ridge Lake Blvd.
Memphis, TN 38120-9447
800-737-7663
<http://corporate.servicemaster.com>

Vacuum Freeze-Drying Services

Belfor U.S.A.
4044 Summer Ave.
Memphis, TN 38122
Contact: Chuck Shoffnar
<http://www.belforusa.com>
901-452-0251

American Freeze Dry Corporation
P.O. Box 264
Runnemede, NJ 08078
Phone: 856-546-0777
1-800-817-1007
Emergency: 609-458-0510

Moisture Control Services

Munters Moisture Control Services
331 Corporate Circle, Suite A
Golden, CO 80401
1-800-959-7901
303-279-4812

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Contact: Tim Lema
<http://www.muntersmcs.com>

Fire and Water Damage Restoration

Servpro
67 Whitten Drive
Bartlett, TN
901-754-9061

ServiceMaster
9362 Marbella Cove
Cordova, TN
901-624-9200

Dugan Restoration Services
2942 Overton Crossing St.
Memphis, TN
901-358-0864

Media Recovery and Reprocessing

SPECS Bros.
PO Box 5
Ridgefield Park, NJ 07660
201-440-6589, 800-852-7732
www.specsbros.com
Magnetic media restoration and reformatting

VidiPax
450 West 31st Street
4th Floor
New York, NY 10001
212-563-1999, 800-653-8434
www.vidipax.com
Magnetic media restoration, magnetic media reformatting, consulting

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Equipment and Transportation Rental

Penske Truck Rental and Leasing
Medical Center Book/supl
737 Madison Ave.
Memphis, TN 38103-2306
Call for availability.
(901) 527-6261

Ryder Truck Rental and Leasing
4874 US Highway 78
Memphis, TN 38118
(901) 365-1666

Supplies

University Products, Inc.
P.O. Box 101
517 Main St.
Holyoke MA 01041
1-800-336-4847
1-800-532-9281 (fax)
www.universityproducts.com

Protext
P.O. Box 30423
Bethesda MD 20824
301-320-7231
www.protext.net
Source of Rescube (corrugated plastic box) and other recovery supplies