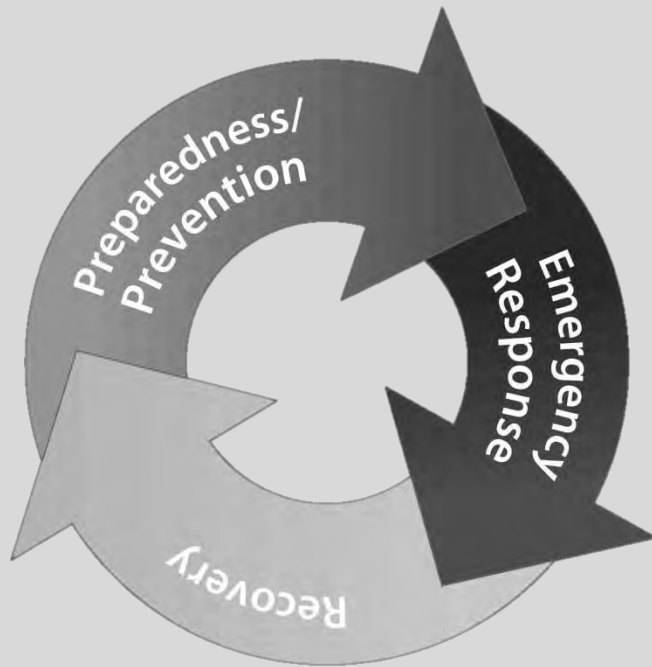# TIPS TO GET YOU QUICKLY FROM "THE DISASTER" TO "THE RECOVERY"

Holly Prochaska, Preservation Librarian, University of Cincinnati Libraries

Ohio Local History Alliance, October 2, 2015

SIMPLE STEPS TO START TODAY

Emergency Response Cycle
Image from earthzine.org

Focus on preparedness and prevention

- Getting to know your building

- Using existing templates as a place to start (emergency manuals and disaster recovery documentation)

- Forming a disaster recovery team (who, roles and responsibilities)

- Assembling disaster recovery kits

- Formalizing priorities for recovery

GET TO KNOW
YOU BUILDING

GET TO KNOW YOUR BUILDING

Why?

- To identify and mitigate problems before they become disasters

- To assist first responders in taking immediate action

- To ensure emergency manuals and disaster recovery documentation convey the clearest instructions and information to staff

- To quickly navigate to the locations that are priorities for material salvage

Building fire safety	Yes, No, Answer
Does the building have smoke detectors?	
Does the building have sprinkler devices?	
Are the smoke detectors connected to the sprinklers?	
How many emergency exits are there on the considered floor?	
Is there fire safety equipment on the considered floor (fire hose and extinguishers?	
Is there a central fire alarm system in place?	

GET TO KNOW YOUR BUILDING

To stop disasters before they start, some examples

- Identify potential electrical fire risks, including faulty outlets with loose cover plates, daisy chained appliances and computers

- Identify areas that require regular maintenance such as roof and storm drains

- Identify areas that are susceptible to water risks due to their adjacency to including wet labs, bathrooms, HVAC units (condensate pans), kitchens

Get the most out of your facility tour

- Include the facilities liaison, disaster recovery team, and any staff member that may be in the building solo during hours of operation

Some available checklists that give you a place to start

- [Overall building inspection](#)
- [Fire checklist](#)
- [Security checklist](#)

GET TO KNOW YOUR BUILDING

To assist emergency responders in taking immediate action - Often times the night and weekend responders are not the facilities management personnel that are the most knowledgeable about the facility

You may be able to assist by knowing the location of core infrastructure equipment, such as:

- Electrical panels on each floor / building transformer

- Location of steam tunnels

- Security alarm panels

- Fire panel / sprinkler control valve

- Access to roof

- PA system

- And who has the right keys and security codes

GET TO KNOW YOUR BUILDING

Accurate emergency manuals go hand in hand with disaster preparedness and response. Building assessments will verify the accuracy and helpfulness of the information regarding:

Emergency exits

- do the staff know their nearest exit, is this part of orientation for new staff

- are the exits fully lit, free of debris, and exit the building to a safe location

Areas of rescue for mobility impaired – should elevators shut down

Shelter in place locations - area free of windows in the event of weather emergencies or armed individual / active shooter

Fire pull boxes and extinguishers - empower staff to use fire boxes should they smell or see anything (of course beware the burnt microwave popcorn!)

GET TO KNOW YOUR BUILDING

To quickly navigate to the locations that are priorities for material salvage. This is jumping ahead a bit…BUT,

Depending on 1.) the size of your collections, 2.) the number of facilities, and 3.) the size of the disaster it may not be possible to save everything.

Working with your subject selectors, curators, or departmental liaisons learn their priorities for salvage.

See handout #1 for an example of a SurveyMonkey survey created for the University of Cincinnati collection development team.

EXISTING TEMPLATES – A QUICK START

Different audiences, same goal:
Emergency Manuals and Disaster Recovery Documentation

Emergency Manuals

- Where the staff, students, and volunteers find information about how to handle a myriad of unusual events

- States clearly who should be called for various types of emergencies, including when the disaster recovery team should be activated

- Emergency manuals should be a collaboration between emergency services (fire and public safety), facilities, and preservation/collections care

- Kept at services desks and available electronically on intranet

- Can be a difficult balance – don't provide so much information that they can't be read under stress, but don't leave out key considerations or procedures **(see example being passed)**

EXISTING TEMPLATES – A QUICK START

Disaster Recovery Documents -

- Council of State Archivists Pocket Response Plan (http://www.statearchivists.org/prepare/framework/prep.htm)

- Distributed to full Disaster Recovery Team, library administrators, and special collections staff

- University of Cincinnati modification includes simple triage instructions, disaster kit locations, mutual aid partners, and local vendors

- Deborah Halsted, Shari Clifton, and Daniel Wilson in their book *Library as Safe Haven* recommend modifying to include priority for recovery and floor plans --- if you have a single location this would be a great modification

- **see handout #2** for example of UC's pocket response modified template

FORMING THE TEAM

FORMING THE RECOVERY TEAM

Disaster Recovery Team, Considerations

- How big the team will be is a function of the size of the institution's holdings, the size of the staff, and the local expertise

- If you are from a larger institutions it may be possible to have a primary team for small to medium sized disasters, and additional support for larger scale

- It may be necessary/appropriate for one individual to cover multiple roles; however in a larger disaster this may not be possible

- Institutions that are closely aligned with local, county, or state government should consider team members outside the institution

- When expertise is lacking within an institution, consider reaching out to consultants or seeking mutual aid agreements with institutions with similar missions

FORMING THE RECOVERY TEAM

Disaster Recovery Team, Minimum Recommendations

Team Leader – primary responsibilities

- Responsible for calling the members of the Disaster Response team together

- Responsible for overall management of recovery and salvage operation

Facilities coordinator

- Assists Team Leader in determining when to begin salvage operations by acting as liaison between Public Safety, Facilities Management, and/or Emergency Personnel

- Establishes command center

Services Coordinator

- Assesses disaster in terms of services affected

- Determines minimum services to be provided

FORMING THE RECOVERY TEAM

Disaster Recovery Team, Minimum Recommendations, cont.

Systems Coordinator

- Responsible for overall management of recovery and salvage operation of computer equipment and data

Collections Coordinator

- Advises Conservation specialist and Response Team Leader of priorities for action and salvage on the basis of the written guidelines

Conservation Specialist

- In cooperation with the Response Team Leader assesses damage;

- Determines the level of preservation response needed by consulting with the Response Team Leader, Collections Coordinator and written priority lists

see handout #3 for full team roles and responsibilities

FORMING THE RECOVERY TEAM

University of Cincinnati Libraries Team

Disaster Response Team

[Head, Preservation Services and Lab] – Response Team Leader
[Director, Library Facilities and Planning] – Library Facilities Coordinator
[Assoc. Dean for Library Services, Humanities & Social Sciences] – Library Services Coordinator
[Director, IT Services] – Systems Coordinator
[Conservation Technician] – Conservation Specialist
[Senior Advisor to the Dean] – Collections Coordinator
[Sr. Conservation Technician] – Conservation Specialist
8th member is Department Head of affected area

Large Scale Disaster – additional Response Team Members

[Director, Human Resources] – Personnel Coordinator
[Director, Business Affairs] – Financial Liaison
[Associate to the Dean] – Command Post Coordinator
[Director, Communications] – Media Liaison
[Binding Coordinator] – Conservation Assistant

UC's MAIN PLANNING DOCUMENTS

- Emergency manuals at all service points and distributed to all department heads

- Disaster Recovery Team roster and responsibilities document

- The Pocket Response plan by CoSA

- Priorities for salvage materials provided by each selector

- Floor plans

- Mutual aid agreement with the Public Library of Cincinnati and Hamilton County

Team leader keeps a copy of everything at office and home. Pocket response carried in wallet by Disaster Recovery Team and administrators.

Library floor plans and priorities for salvage kept with individual library's disaster recovery kits. Lots of Copies Keep Things Safe, so if you have good shared locations post, post, post…

INSTITUTION'S POTENTIAL RISKS

Begin with something – start with the greatest risks for your institution

The hardest step is the first step.

Begin with creating emergency procedures and collecting supplies for the hazards that are more likely to happen. If your facility is by a river, consider all the vendors, experts, supplies, and networks for an emergency involving flooding.

Over time explore the best practices of other institutions and add less common emergencies such as earthquake, bomb threat, and chemical spills.

**KITS, PRIORITIES,
& KEEPING IT CURRENT**

DISASTER RECOVERY KITS

To assist on-site staff to take immediate action while team forms on-site

- There are many good lists and recommendation for kits, this is what we've used the most of
    - 3 mil plastic sheeting, nitrile gloves, clothes line and clothes pins, paper towels, trash bags, flash lights with batteries, N-95 particle masks, large binder clips, duct tape, water absorbing mats & socks, paper and pencil, permanent markers, scissors, mail bins/rescubes
- Location of kits part of the disaster recovery documentation carried by team, location agreed upon by staff of department served
- For small kits about $150 investment
- Need to review every 2 years
- A large master kit is kept in the preservation lab and includes dehumidifiers, extension cords, and oscillating fans

MORE PRIORITIES FOR SALVAGE

What are the items beyond collections that should be given priority for conservation, stabilization, or removal?

- Server tape back ups
- HR records
- Vendor contracts
- Materials on-loan from other institutions
- Artwork

KEEPING IT ALL CURRENT

Keeping your plan and supplies current will be a challenge. An inaccurate plan is an ineffective plan.

- Update the emergency manual(s) once a year, same month each year
- The Pocket Response Plan should be updated immediately if there is a change in personnel or in any of the information provided
- Once a year send out a reminder to the Disaster Recovery Team reminding them of their roles and thanking them for their service
- Update priorities for salvage once a year. If renovations or major shifts have taken place, verify information immediately
- Ideally the core disaster recovery team would meet once a year for a table top exercise. Develop a likely scenario and have each team member work through their roles. Open a dialog as to when outside help is needed

RECOVERY RESOURCES

- Ohio Preservation Council's vendor resource guide for Ohio ---
  http://opc.ohionet.org/opcjoomla/resources/vendors-and-consultants

- Kahn, Miriam. *Disaster Response and Planning for Libraries.* Chicago, IL: American Libraries Association, 2012.

- Comprehensive up to date index of services and consultants in:
  Halsted, Deborah. Clifton, Shari. Daniel, Wilson. *Library as Safe Haven: Disaster Planning, Response, and Recovery.* Chicago, IL: Neal-Schuman, ALA, 2014.

- dPlan - http://www.dplan.org/

QUESTIONS?

THE PRESERVATION LAB

A COLLABORATION OF THE PUBLIC LIBRARY OF CINCINNATI &
HAMILTON COUNTY AND THE UNIVERSITY OF CINCINNATI LIBRARIES

THANK YOU!

AND DO VISIT OUR WEBSITE AND BLOG – thepreservationlab.org

Contact me at holly.prochaska@uc.edu