

EDINBORO UNIVERSITY OF PENNSYLVANIA

LIBRARY DISASTER RESPONSE-Policy No. C052

Recommended for Approval By John F. Fleischauer, Provost and Vice President for Academic Affairs

Approved By Foster F. Diebold, President on May 9, 1995

Review Date: As Required

INTENT

This policy is intended to prescribe responses to various emergency situations that may arise in Edinboro University libraries and to outline steps to be taken in the disaster recovery process.

The Edinboro University Libraries (Baron-Forness and Miller) represent a major investment on the part of the university.

The Edinboro University Libraries Disaster Plan has been developed in response to the number of libraries that have experienced major disasters in recent years. Those that had existing disaster plans in place conducted their salvage and recovery efforts in a much more efficient manner and suffered less loss than those without plans.

This plan is intended to identify responsible personnel, recovery priorities, response procedures, rehabilitation procedures, and post-disaster procedures. The key to the success of this plan is that everything start IMMEDIATELY UPON THE DISCOVERY OF A DISASTER. The first 48 hours are critical to the salvage of library materials. By having an approved plan in place, the authority to call in staff on an emergency basis is pre-established and energies can be spent on recovery efforts.

The plan details on the addendum are organized so that faculty and staff need only turn to the type of emergency to determine recommended reaction to the situation and whom to contact about it.

The first consideration must always be the safety of staff and patrons. If an emergency arises when the libraries are open, a well thought-out evacuation plan will save time and anxiety. In some cases, the most urgent thing will be to shut off electricity or turn off the water supply. Everyone should know how to reach building maintenance staff. When many areas of the libraries are affected, the plan spells out the priority in which salvage should occur. If the emergency occurs when the libraries are closed, it is important to be able to reach people who are familiar with the physical plant as well as staff who can make decisions. These people are listed in the personnel section of the plan.

Fires, earthquakes, tornadoes and other disasters are certainly extremely destructive. But after the initial damage is over, there is usually no further immediate danger to the collection (except in cases where materials are left exposed to the elements or vulnerable to theft.) Salvage can proceed at a reasonable pace, as circumstances permit. When water is involved, however, the situation is completely different. Unfortunately, the most common emergency in libraries is flooding. Books and other materials can suffer damage from being submerged for long periods; paper based, photographic and other materials that are wet but not submerged will begin to mold within a short time. Generally, mold develops sooner during warm weather, but other factors, such as a prior mold infestation, also determine how long it takes for mold to start. Therefore, it is crucial to begin recovery operations as soon as possible and accomplish as much as possible in the first 48 hours.

Sometimes an emergency is truly major. In these cases, the library staff will need quick access to recovery supplies and services. The librarians should know in advance what supplies and equipment are available on campus and those that must be obtained from outside sources. The Northwest Pennsylvania Libraries Disaster Preparedness Resource Directory which accompanies this plan will serve as a quick guide to needed services and supplies.

POLICY

A detailed plan approved by the president as an addendum to this policy will be distributed to senior managers and all library personnel to serve as a guide to disaster response.

A rapid and informed response to emergency conditions involving the library may save lives and limit damage to valuable materials. Essential components of an effective response include personnel who know how to respond to emergency situations, emergency equipment that is in working order, and ready access to supplies and services needed in response to a disaster.

Library faculty and staff will work with other university personnel to reduce the possibility of a disaster situation or to limit its effects. When necessary, services from off campus may be utilized to restore damaged materials or prevent additional damage.

The libraries should have on site a disaster salvage kit consisting of plastic sheeting, buckets, rubber gloves, flashlights, scissors, tape and hand trucks. An alert, informed staff and a good salvage kit can prevent a great many minor emergencies from becoming major disasters. Only through the cooperation of all staff involved will this plan be effective. Nothing in this plan should be taken to relieve any person or any group of people, organization, or other entity of the obligation to advert to dangers and avoid injuries and losses. Nothing in this plan should be taken to establish any rights in third parties. The plan exists solely as a guideline for management of the university to restore services after an emergency, and should not be construed to shift any obligation or liability from any person to the university, its officers, agents or employees.

Individual responsibilities for execution of the plan are outlined in the addendum to this policy.

Attachment

OUTLINE OF DISASTER PLAN
EDINBORO UNIVERSITY LIBRARIES

Disaster Response Personnel

Section 1: Organization of Disaster Personnel

Section 2: Preventive steps to be taken

Section 3: Collection priorities

Section 4: Disaster response procedures

Section 5: Disaster rehabilitation procedures

Section 6: Post disaster procedures

Appendices

DISASTER RESPONSE PERSONNEL

LIBRARY DIRECTOR: Calls recovery team head, administration, maintenance, housekeeping, and safety officer.

PERSON IN CHARGE OF BUILDING MAINTENANCE: Calls necessary maintenance personnel to the scene.

PERSON IN CHARGE OF HOUSEKEEPING: Calls necessary housekeeping personnel to the scene.

UNIVERSITY SAFETY OFFICER: Assesses the scene to permit recovery efforts to begin.

DISASTER TEAM HEAD: Calls disaster team members.

DISASTER TEAM MEMBERS: Respond to the scene and carry out the recovery plan as written.

SECTION 1

ORGANIZATION OF DISASTER PERSONNEL

The chief responsibility of the disaster team is the prevention of foreseeable disaster. The disaster team will meet annually to review and update the disaster plan. The ongoing mission of the disaster team is to:

- * Arrange annual training of library staff in disaster preparedness.
- * Check emergency equipment, fire extinguishers, and disaster supplies on an annual basis.
- * Conduct an annual survey of potential safety hazards in the libraries.
- * Submit an annual report to the director detailing the results of the above activities.

The disaster team shall be composed of the library director and six members of the library faculty and staff. Each member of the disaster team will keep a copy of this disaster plan at his or her residence. Other copies of the disaster plan will be located in the director's office, reference and circulation areas, police department and Miller Library.

The responsibilities of the disaster team after a disaster occurs are:

- * Establish a command post at the disaster site.
- * Assess damage and gather appropriate equipment and supplies to begin the recovery program.
- * Stabilize the environment of the disaster area, help direct and record the removal of damaged materials.

HEAD OF DISASTER TEAM

The head of the disaster team has the following responsibilities in the event of a disaster:

- * Ensure that the director and all disaster team members are notified as soon as possible.
- * Coordinate all immediate conservation efforts.
- * Control access to the disaster site after safety officials have deemed the area safe for recovery operations to begin.

DIRECTOR

In case of a disaster, the director will not be involved with the daily supervision of the disaster process. Instead, the director will coordinate activities with external library contacts to ensure that everyone is informed and that the disaster team has all the resources needed to perform their work.

The major responsibilities of the director are as follows:

- * Call the head of the disaster team.
- * Communicate with appropriate campus administration, supervisory facilities, and public relations personnel about the disaster and recovery plans.
- * Meet with the disaster team to discuss needed response.
- * Secure supplies and equipment needed by the disaster team.
- * Schedule staff for emergency work hours as needed during the recovery period.
- * Communicate with the library's public to inform them of the nature of the disaster and how they can help.
- * In the event of a major disaster, the director will secure a site to reopen basic library services as soon as possible.
- * Meet with all disaster team members before recovery workers arrive to go over the daily tasks that need to be done.
- * Arrange for the emergency transportation of damaged materials to appropriate salvage facilities, ex: freezers, binderies, etc.

COMMUNICATION COORDINATOR

(Staff from the Public Information and Publications Office)

The director and public information officer are the only two individuals authorized to speak to the news media.

Responsibilities include:

- * Consult with the director to help develop the official response to the disaster.

- * Prepare and deliver information to the news media.
- * If volunteers are approved, develop and coordinate the public relations campaign to attract volunteers for the recovery process. (This section is dependent upon the approval of the university solicitor.)

FLOOR LEADS

In the event of a disaster that affects large areas of the building, each floor and Miller Library will have one person who will be responsible for all disaster activities on that floor.

The responsibilities of the floor leaders are as follows:

- * Secure the area.
- * Assess the damage.
- * Stabilize the environment.
- * Inform the disaster team head of the types and quantities of materials which are needed.
- * Coordinate the process of salvaging and documenting the damaged materials and equipment.

SECTION 2

PREVENTIVE STEPS TO BE TAKEN

In order to reduce the likelihood of a man-made disaster, it is imperative that the following measures be taken.

1. FIRE

- * No smoking observed in all areas of the library
- * Empty all trash containers daily
- * Identify all fire exits clearly
- * Maintain and inspect fire extinguishers annually

- * Train all personnel on location and proper use of all fire extinguishers
- * Use common sense with extension cords, receptacles, etc.
- * Keep stored combustible materials in a safe manner
- * Hold periodic fire drills, using evacuation plan properly
- * Maintain and service wall heating units annually
- * Be sure all electrical breakers are clearly labeled; check annually

2. WATER

- * Inspect all plumbing for corrosion and leakage annually
- * Note and report any slow running drains
- * Maintain storm sewer drains
- * Observe and report any discolored or water stained ceiling tiles
- * Inspect all public and non-public areas for signs of leaks annually and after any major storm

3. STRUCTURAL

- * Maintain roof and gutter structures
- * Inspect and maintain all mechanical systems regularly
- * Record all structural cracks for future comparisons

4. ANY AND ALL

- * Use and update safety checklist (see next page)
- * Be familiar with floor plan and location of safety devices
- * A video tape should be made of the building and contents every two years. One copy should be kept in the office safe and one copy at Miller Library

SAFETY MEASURES CHECKLIST

Check the following on an annual basis:

- * Air conditioning
- * Alarm system
- * Emergency lighting
- * Fire extinguishers
- * Flashlight and batteries
- * Heating system
- * Pipes for leaks
- * Plumbing
- * Smoke alarm system
- * Transistor radios and batteries

Make a location map where all in-house emergency equipment is kept.

Train staff on the use of emergency equipment.

Post emergency phone numbers in each department.

Make sure that each department has a fire extinguisher and flashlight close by.

Have regular fire, tornado and disaster drills.

SECTION 3

COLLECTION PRIORITIES

Group A

(Highest Priority)

1. Archives and rare special collections items
2. Microfilm

3. Computer equipment and software
4. Library financial records--acquisitions, serials, supplies, etc.
5. Micro reader-printers
6. Reserve items--especially personal copies
7. High use/expensive reference materials

Group B

(High Priority)

1. Art and photography books
2. High use and expensive periodicals
3. Special collections
4. Oversize collections
5. Remaining reference (except NUC) including second floor reference
6. High use juvenile books--award winners
7. Local history books
8. Remaining equipment

Group C

(Remaining Priorities in order of importance)

1. Education materials
2. Nursing materials
3. Remaining periodicals
4. Business materials
5. Science materials
6. HQ and HV sociology materials
7. PA documents

8. Remaining juvenile materials
9. Psychology materials
10. Textbook collection
11. Remaining book collections
12. Records and CD's

SECTION 4

DISASTER RESPONSE PROCEDURES

FIRE--WHEN LIBRARY IS OPEN

- * Pull alarm.
- * Call 911 or campus police at 2921.
- * Evacuate structure.
- * Close all doors.
- * Disaster team reports to command post.
- * The person who pulled the alarm stays out front to answer emergency services questions.
- * All library personnel should gather at the Miller playground to establish safety procedures and communications.
- * Do not re-enter the building until the **all clear** is given by the proper authorities.

General Notes

You may try to extinguish the fire if it is small and you feel comfortable using a fire extinguisher.

FIRE--WHEN LIBRARY IS CLOSED

- * Individuals who are to be contacted are the Director of Libraries, team leader, disaster team members and the head of maintenance.

* The Director of Libraries will be contacted first and the team leader, who will contact the remaining individuals. If the next person on the list cannot be contacted, then the following person is contacted.

* A liaison will be named to relay information from the disaster site to the command post.

* Staff not on the disaster team will be called in if permitted, along with housekeeping and maintenance staff.

WATER LEAK

* If any water damage occurs, contact the Director of Libraries and/or the head of the disaster team.

* Evacuate area of damage.

* If water damage is localized, turn off the breakers. If necessary, call maintenance to disconnect.

* If water damage is widespread, then disconnect the power throughout the whole building--call maintenance to disconnect.

* If time and safety permit, turn off computers and cover them.

* If maintenance is closed, call the campus police at 2911 or 2921.

* Place plastic sheeting on top of shelves to prevent water from damaging materials.

* The plastic sheets are located _____.

* Set up the command post.

* See section 5, assessment of damages, for further instructions.

ELECTRICAL PROBLEMS

ANY SIGHTINGS OF ELECTRICAL FIRE OR ARCING WILL BE TREATED WITH THE UTMOST CARE.

* Evacuate structure.

* Pull the fire alarm.

- * Call 911 or contact the campus police at 2921.
- * Contact the Director of Libraries and the head of the disaster team.
- * A map with breaker boxes identified is included in the disaster plan in the appendix.
- * Turn off breakers.
- * Follow command post procedures.

COMPLETE POWER FAILURE

- * Evacuate to first floor.
- * Contact campus police at 2911 or 2921.
- * Have a group of staff sweep each floor with flashlights and escort people down.

BOMB THREAT

- * In case of bomb threat, call 911 or campus police at 2921. Refer to University Policy Manual, Policy D020.
 - * Contact the Director of Libraries and the head of the disaster team.
 - * If an explosive device is found or a detonation occurs, evacuate the building.
1. Contact the complete disaster team.
 2. Follow command post procedures.

EARTHQUAKE DAMAGE

- * If an earthquake is occurring, evacuate patrons from the stack areas.
- * Have patrons stay away from windows, book shelves, elevators.
- * The safest area of the building is in the doorways and underneath tables.
- * After tremors stop, evacuate the structure.

* After an earthquake occurs, notify the campus police at 2911 or 2921 so that the Fire and Safety Officer can walk around the exterior and interior to look for cracks in walls and/or books thrown off the shelves. In addition the generator and third floor will be check for damage.

* The library will remain closed to the public until it has been determined that the structure is safe and the contents are in place.

HEATING/COOLING UNIT PROBLEMS

* If there is damage associated with the individual heating units, contact maintenance at 2826 and the Director of Libraries at 2779.

* Shut off wall units if necessary by turning off breakers.

IF UNIT IS SMOKING

* Call 911 or the campus police at 2921.

* Pull the fire alarm if the situation merits it. (Heavy smoke and/or flames)

* Evacuate the library.

* Contact the Director of Libraries and the head of the disaster team.

* Follow command post procedures if significant damage occurs.

VANDALISM

If permanent physical damage occurs to the building or anything that is life-threatening to the patrons or the staff, then do the following:

* Evacuate the area of damage.

* Call 911 or the campus police at 2921.

* Contact the Director of Libraries and the head of the disaster team.

* Every staff member who is either directly involved with the incident or who witnesses the incident must fill out a separate incident report form.

* Request all witnesses to remain until the police arrive.

TORNADO/HIGH WINDS

In the event of a tornado WARNING (a tornado has been sighted):

- * Announce the tornado warning.
- * Advise patrons via the public address system not to use the elevators.
- * Evacuate all patrons to the first floor and direct them to take shelter in:
 1. Interior hallway
 2. Interior stairwells
 3. First floor restrooms
 4. Room 106, Room 115, Room 113
- * Turn radio to local station or the National Weather Service.
- * **KEEP EVERYONE AWAY FROM WINDOWS**

If a tornado hits the building:

- * After the all clear signal, EVACUATE THE BUILDING.
- * Call 911 or the campus police at 2921.
- * Contact the Director of Libraries and the head of the disaster team.
- * Follow command post procedures.

COMMAND POST PROCEDURES

- * The command post will be located as circumstance dictate.
- * Contact members of the disaster team.
- * Media representative receives orders from the Director concerning statements to be released to the media.
- * The Director will contact the Provost.

* Staff waits to receive information about what is happening from the head of the disaster team.

AFTER DISASTER PROCEDURES

- * Clearance to enter the building will be given by the safety officer or campus police.
- * The Director of Libraries and head of the disaster team will assess the damage.
- * There will be a disaster team meeting as soon as possible after the disaster.

SECTION 5

DISASTER REHABILITATION PROCEDURES

ORDERING PROCEDURES:

After assessing the damage, the head of the disaster team will determine which supplies are needed. He will then give the supply list to the Director of Libraries for procurement.

Likewise, if any services are needed, the head of the disaster team will determine this and submit the list to the Director of Libraries, who is responsible for acquiring necessary services.

ASSESSMENT AND DOCUMENTATION OF DAMAGE:

Use a video camera to videotape damaged areas before any clean-up has begun (video cameras are available at Media Services). A photo camera may be used if necessary.

The damaged area should be cordoned off to non-recovery personnel.

The books will be divided into four groups:

- * Throwaways
- * In need of freezing
- * Needing repair, but not in immediate danger
- * Not damaged

Group one, throwaways, will be loaded on carts labeled "throwaways" and parked on plastic sheets on a dry cordoned off area on the books' home floor. These books have the lowest priority.

Group two, freezer bound, will be loaded on carts labeled "freezer." These will be taken to the loading dock. This group has the highest priority.

Group three, fixable books, will be loaded on carts labeled "fix." These can be parked on the books' home floor until group two is finished. Books will be mended in the post-disaster phase.

Group four, undamaged, should be stacked on the shelves. No attention to call number order will be given until groups two and three are off the floor. They will be reshelved correctly in the post-disaster phase.

Groups one and two will be inventoried, preferably by computer scanning of the barcodes; if this is not possible by computer, a manual inventory will be taken. (see appendix A)

AUDIO-VISUAL MATERIALS:

Records and CD's can survive water damage fairly well. Records should be removed from wet jackets, dried and stacked upright with wax paper or paper towels separating each record. The wet jacket covers should be laid flat to dry.

Compact disks should be taken out of their box. Dry the box and dry the CD and return them to the shelf.

COMMUNICATION:

The head of the disaster team is responsible for knowing the status of all response and recovery operations. Disaster team floor leaders must keep him informed regularly throughout the process.

The head of the disaster team is responsible for monitoring the work of non-library personnel.

If the fire department, hazardous material teams or other emergency services need to be called, the head of the disaster team will notify the Director of Libraries.

ENVIRONMENTAL MONITORING:

Steps should be taken to stabilize the temperature at 70 degrees and the humidity under 50%.

Carpet, furniture and computers:

Carpet--

The carpet should be wet vacuumed as soon as possible.

Fans should be set up to accelerate the drying process.

Furniture--

Most of the furniture can be wiped dry. If, however, the furniture stuffing is wet, the furniture will have to be moved to a dry area.

Upholstered chairs should be wet-vacuumed.

Computers--

The rental computer equipment should be allowed to dry, then boxed and returned to the vendor.

Computers owned by the library should be unplugged and left to dry. After they dry, a staff member from the Computing and Communications Center will test the computers.

SECTION 6

POST DISASTER PROCESS

After the salvaging effort has been completed, attention must be turned toward the restoration of services. It is advisable at this point to establish a series of flexible short term and long range goals.

RESTORATION OF SERVICES

SHORT TERM GOALS

- * Restore phone and electrical services.
- * Director of Libraries or designee will inform patrons of disaster and the anticipated impact on library services.
- * Clean Affected areas.
- * Restore library services in unaffected areas if possible.
- * If complete facility is damaged, open library at a new site.

LONG TERM GOALS

- * Implement plans to restore collections.
- * Affect facility repair and reconstruction.
- * Reestablish normal service.

DISASTER TEAM REVIEW MEETING

- * Review cause of disaster and revise prevention measures.
- * Review recovery process:
 1. what went right/wrong
 2. changes in disaster plan
 3. changes in personnel involved
- * Issue proper letters of gratitude to persons involved in recovery.

ATTACHMENTS A, B AND C

These attachments can be read in any Vice President's Office or in the Policy Manual located in the Library.