

The Medical College of Georgia Robert B. Greenblatt Library Disaster Response Plan

SECTION I INTRODUCTION

Overview of the Plan

The Plan is organized into seven basic sections, which include:

- 1. Overview of the Plan**
- 2. Greenblatt Library Emergency Telephone List
MCG Safety Posters & Library Floor Plan**
- 3. MCG Environmental Health & Safety Information**
 - a. Policies and Procedures**
 - b. Inspection Checklist**
 - c. EH&S Telephone Contact List**
- 4. Emergency Instructions for Building Occupants**
 - a. Library Emergency Contact Information**
 - b. Campus Emergency Contact Information**
- 5. Emergency Measures (for Collections)**
- 6. Packing and Removal of Wet Library Materials**
- 7. Guidelines for Packing Wet Library Materials**
- 8. Recovery Methods and Procedures**
- 9. Emergency Supplies and Equipment**
- 10. Supplier and Recovery Services (see Appendix)**
- 11. Regional Disaster Assistance (see Appendix)**
- 12. Disaster Bibliography**
- 13. Appendices**
 - a. Drying Wet Books & Records**
 - b. Procedures for Air Drying**
 - c. Training Library Staff & Maintenance of Disaster Response Plan**
 - d. Disaster Recovery Contact List**
 - i. Special Collections**
 - ii. Library Technical Services**
 - iii. Collection Services**
 - iv. Business Services**
 - v. Interlibrary Loan Services**
 - vi. Education & Information Services**
 - e. Solinet Preservation Services Leaflet/Guidelines/Tips**

14. Contact Information for University System of GA Disaster Recovery Contractors & Proposal to Provide Disaster Recovery Services

The plan should be distributed to and read by all Library employees. Copies of the Plan should be located in the homes of individuals on the Emergency Telephone Number List. The Plan should also be distributed to individuals in appropriate University units, including the Department of Public Safety, and to the Chief of the Richmond County Fire Department.

Administration

The Disaster Response Team manages disaster response and recovery and is responsible for delegating tasks to library staff members and to other volunteers. The Disaster Response Team is comprised of the Library Administration Advisory Group (LAAG).

LAAG members include:

- **Director of Libraries**
- **Assistant Director for Library Operation**
- **Head, Library Business Services**
- **Head, Library Technology Services**

SECTION II EMERGENCY INSTRUCTIONS

1. Emergency Reporting Of Fires (CODE 17)

The following steps should be carried out when a fire is discovered in any area of the MCG Campus:

- **Remove all persons from the danger area and close all doors.**
- **Second floor library users with disabilities should wait in the nearest enclosed fire stairwell for assistance. Public safety will be clearing the building during an emergency and will be checking the stairwell entrances.**
- **Pull the fire alarm in the immediate area.**
- **Dial 1-2911. Report every fire, regardless of size.**

Give the following information:

- **WHERE the fire is located (building and room number)**
- **HOW large is the fire**
- **YOUR name**
- **Unless you are in danger, remain on the telephone until released by the Dispatcher.**
- **Notify your supervisor.**
- **While exercising reasonable caution, try to control the fire by using the proper extinguishers.**

- Follow established fire safety and evacuation procedures.
- Remain calm. Never yell, "FIRE!"

2. Chemical Spill Response

For any chemical spill emergency or cleanup response, restrict the area and call the Public Safety Division, ext. 1-2911, and Environmental Health and Occupational Safety, ext. 1-2663. Report the location of the spill and the nature of the problem.

Exception: In case of mercury spills, call ext. 1-4550, 24 hours a day.

Non-chemical spills/blood and body fluids cleanup: Call the spill hotline at ext. 1-4550. Place a paper towel over the spill. Don't try to clean it yourself.

3. Bomb Threat (CODE ORANGE)

If you hear CODE ORANGE broadcast over the library paging system, all employees should be aware that there is a bomb threat in the library and should do the following:

- Follow the instructions provided over the paging system to evacuate the building.
- **LOOK**— for anything out-of-place or anything unusual such as boxes, bags, or wrapped parcels.
- **LISTEN**— for any devices or sounds that you could suspect to be associated with a suspect device.
- **THINK**— and don't touch anything suspicious!

If you find, see, or hear anything suspicious, notify the Public Safety Division at 721-2911. Do not use the phone in the same room as a suspicious item.

If a package is believed to contain a suspect device, immediately call Public Safety at 721-2911. Do not:

- Touch the package or move it.
- Remove any labels.

If a suspect device is located in a vehicle, immediately call Public Safety at 721-2911. Do not:

- Enter the vehicle.
- Touch or attempt to move the vehicle.

If an Explosion Occurs:

All persons in the affected area and surrounding areas should follow the EVACUATION PLANS posted in strategic areas throughout the buildings.

Public Safety officials will coordinate the necessary emergency response with the Fire Department and emergency medical services. The dispatcher will coordinate communication efforts for the emergency response.

Responsibilities of the Person Receiving the Bomb Threat Call:

The person receiving the bomb threat call should attempt to obtain as much information as possible concerning the caller and the explosive device.

The following specific questions should be asked of the caller if possible:

- **When is it going to explode?**
- **Where is the bomb right now?**
- **What does the bomb look like?**
- **What will cause it to explode?**
- **Where are you calling from?**
- **What is your name?**
- **What is your address?**
- **Why did you place the bomb?**

Write down the exact words of the call. Include any slang, jargon, or other distinctive words used.

Record the time that the call was received, the time that the bomb is supposed to explode, and the time that the call ends.

Be alert to the characteristics of the caller's voice and the background noises of the call.

Record the following information on the Bomb Threat Checklist or a plain sheet of paper:

- **Male or female**
- **Estimate age**
- **Tone of voice**
- **Accent**
- **Background noises**
- **Is the voice familiar?**

If the caller allows conversation to continue, try to get to another telephone to alert the telephone operator.

Do not hang up because the operator may be able to assist in tracing the call.

Immediately upon receiving all possible information from the caller, contact the Public Safety Division at 721-2911. Give the Public Safety Dispatcher all of the information regarding the call. The Public Safety Dispatcher may instruct you to meet with an officer so that further information may be obtained.

4. Severe Weather Alert

Notification may come from a campus entity, such as Public Safety, from the news media, or from direct observation of an employee of the Greenblatt Library.

Notification of a tornado WATCH means conditions exist for the possible formation of a tornado within the area. Employees should remain alert, with little disruption to normal activities.

Notification of a tornado WARNING means a tornado has been sighted within the area.

Storm Safety Actions:

- Building Coordinator notifies LInC staff of a tornado WARNING.
- LInC Staff will make the following public announcement:

“Your attention, please. The weather service has placed this area under a tornado WARNING. For your safety, please evacuate the second floor (do not use elevator) and move away from any windows. Proceed to the first floor areas near the back service elevator or rear building stairwell.”
- Building Coordinator designates an employee to check that occupants vacate unsafe areas and another to assist disabled persons to the designated safe area on the first floor near the back service elevator or rear building stairwell. Building Coordinator will take head count.
- Building Coordinator remains alert to changes in weather status and notifies LInC staff as they occur. Once the all clear has been given, LInC staff make the following public announcement:

“Your attention, please. The tornado WARNING has been lifted. You may resume your previous activities.”
- In the event that a tornado strikes, do not use elevators, as power may fail and trap occupants. Instruct building occupants to crouch down and place arms over heads for protection.

**SECTION III
EMERGENCY NUMBERS LIBRARY**

BUILDING SECURITY

(for problem users, front door won't lock, bomb threat, fire alarm, etc.)

1. Call Public Safety at 1-2911. (24 hrs a day)
2. Call _____ . If he/she cannot be reached,
3. call _____ . If he/she cannot be reached,
4. call _____ .

BUILDING MAINTENANCE

(for roof leaks, power failures, acute plumbing problems, anything building-related that cannot wait until regular of regular business hours)

1. Call Facilities Management Work Management Center at 1-2434.
(24 hrs a day)
2. Call _____ . If he/she cannot be reached,
3. call _____ . If he/she cannot be reached,
4. call _____ .

3M Security System Malfunction

(if gate repeatedly alarms and locks on users)

1. Leave report for _____ and he/she will call the problem number during regular business hours. If he/she is unavailable,
2. call _____ . If he/she cannot be reached,
3. call _____ .

Admittance to Special Collections

1. Call _____ . If he/she cannot be reached,
2. call _____ .

Computer System Malfunction

(system goes down, repeated error messages)

1. Call _____ .
If he/she cannot be reached,
2. call _____ . If he/she cannot be reached,
3. call _____ .

ALL OTHER UNDEFINED CONTINGENCIES

1. Call _____ . If he/she cannot be reached,
2. call _____ . If he/she cannot be reached,
3. call _____ . If he/she cannot be reached,
4. call _____ .

Please do not hesitate to call someone for help if you have a situation where a problem or a potential problem presents itself.

SECTION IV
EMERGENCY NUMBERS CAMPUS

Public Safety Division

Emergencies 1-2911

Emergency (Only available during significant events)	Operations	Center	(EOC)
Campus Emergency Operations Center		1-1252	
Emergency Room		1-4951	

Information Technology Division

Report trouble or problems with existing computer systems, network services, host/mainframe services, or other computing hardware to the Help Desk. The Customer Technical Support HELP Desk is responsible for coordinating, monitoring, and researching solutions for computer bases troubles or problems.

Customer Technical Support/Help Desk

Campus	1-4000
After 5 p.m.	1-7500
Telephone Repair	1-1626

Paging Operator

MCG Operator	1-0211
MCGHI Paging Operator	1-3893
Code 99	1-2222

Employee Health

Employee Health	1-3418
After Hours	1-4951

Facilities Management Division

Work Management Center	1-2434
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EMERGENCIES should be phoned in to extension 1-2434 immediately. Routine maintenance requests may be obtained through the Work Management Center by calling 1-2434 (24 hours a day) or e-mailing at wmc@mail.mcg.edu.

SECTION V

EMERGENCY MEASURES

1. WATER: Minor (less than 500 volumes affected)

Do not enter an area that is flooded until maintenance and service electricians have disconnected the electricity. There is danger of severe shock.

- **Call Building Coordinator at 737-4709 or Public Safety at 721-2911**
- **Call Special Collections Archivist at 650-0948 or 414-7957 (cell).**
- **Locate the water source. If water is coming from above cover the ranges with plastic sheeting.**
- **Place plastic buckets or waste baskets under leaks. Buckets can be used to collect water dripping off of the plastic sheeting.**
- **Remove any wet books and follow the procedure for air drying them.**
- **Increase air circulation in the affected area with portable fans.**
- **Monitor the temperature and humidity with a hand-held hygrometer (available from the Special Collections Room).**

Conditions are normal when temperature is 72 degrees F and relative humidity is 40-50%. Higher levels may cause mold.

2. WATER: Major (involving more than 500 volumes)

In the event of a major disaster involving more than 500 volumes it may become necessary to coordinate a large number of people and activities and commit significant amounts of money. A successful recovery effort depends on a quick organized response. Thus it is essential that duties and a chain of command are established before an emergency strikes. In the event of a fire or flood, it is assumed that appropriate action has been taken to assure the safety of Library staff and patrons. Once this has been done:

- **Call Public Safety at 721-2911 and then call persons on the emergency contact list.**
- **The Disaster Coordinators will contact members of the Disaster Response Team.**
- **Coordinate with emergency services (Public Safety, Fire Department) to determine when and where it is safe to enter the building.**
- **Reduce temperature and relative humidity and increase air circulation to reduce the chance of mold. Use portable fans to increase air circulations. Monitor temperature and humidity throughout the recovery process.**
- **Assess the nature and extent of damage and take photographs to document the damage.**
- **Identify a disaster command post with necessary telephones, desks, and supplies for directing the recovery effort.**
- **Prepare for recovery: Contact freezer facilities and arrange transportation via University vehicles.**
- **Assemble pallets, cartons, book trucks, and work crews.**
- **Salvage decisions must be made and action taken quickly because mold can start growing on wet materials within 48 hours.**

SECTION VI

PACKING AND REMOVAL OF WET LIBRARY MATERIALS

Identify and secure before packing begins:

- **Place (air-drying location, freezer, storage space)**
- **Transportation**
- **Packing area, with room to sort and pack materials Loading area for receipt of supplies and shipping of wet books Route by which materials will be removed from the building Rest area for workers, organize refreshments, etc.**

Workers:

- **Salvage is taxing on workers. Plan breaks for rest and refreshments about every hour and a half or more frequently as needed.**
- **Identify and enlist Library staff members who have preservation training**
- **Consider enlisting others who are willing to help**
- **Consider paid temporary employees or volunteers**

EQUIPMENT

- **Plastic crates or cardboard boxes**
- **Waxed paper or freezer wrap**
- **Water proof marking pens, clipboards, paper, tags for labeling boxes and recording contents**
- **Fans, dehumidifiers, electric generators**
- **Book trucks, hand truck to move boxes**

SORTING AND PACKING

The Disaster Response Coordinator organizes the workers into teams of 3 or 4 people and assigns tasks.

Tasks:

- **Bring, prepare, and assemble packing materials.**
- **Do not open saturated books—wet paper tears easily! If books are stuck together, do not separate them!**
- **Remove damaged materials. Wrap each wet book in freezer paper (waxed side next to volume) and place it in plastic crate spine down. During packing sort material (and label boxes) for air-drying, freezing, special processing, direct return to shelf (when conditions permit), and for discard.**
- **Record (in summary) what is being removed and label boxes.**
- **Move crates and boxes to loading point and load truck.**

Priorities:

- **Start removing materials from the areas closest to the point of access and work back.**
- **Clear aisles and passageways first. Use a human chain to pass items out separately to a packing area. When the isles are clear bring the packing crates to the shelves.**
- **Remove the wettest books first. If water has come from above, start working with the top shelves, if from below, with the bottom shelves.**

- **Keep accurate records of the locations from which materials are removed.**
- **If the packing and removal operation will take more than 10 hours, loosen tightly packed shelves or boxes so the books and paper do not jam as they swell. Otherwise, leave material packed together on shelves or in record boxes where it will present less surface area for mold growth.**
- **Books that are actually submerged in water are likely to be in less danger than books that are wet but no longer submerged. After the initial wetting, submerged books will remain more stable and be less vulnerable to mold attack than wet materials exposed to air.**
- **Washing of mud and dirt from library materials should be carried out under the direction of the Conservation Unit. Skip the washing step if time or staff are short; the first priority is to remove the collection from further danger or from conditions that would promote mold growth.**
- **If time and staff permit, some mud and dirt can be removed from water-damaged materials as they are assembled for packing. Set up an area with a source of clean, running water, drainage, and a succession of non-rusting containers (such as plastic garbage cans) in which to rinse the material.**

SECTION VII

GUIDELINES FOR PACKING WET LIBRARY MATERIALS

Be extremely careful when handling wet materials because they are very fragile. Don't unpack structurally sound containers (although they may be reinforced by packing inside plastic crates). Fill cartons and crates three-quarters full. Keep identification labels with objects. (Don't mark wet paper, but picture frames and reels can be marked with a grease pencil). To prevent further damage, do not stack materials in piles on the floor.

PAPER

Single sheets of paper:

- **Do not try to separate but interleave the folders every two inches with freezer paper and pack.**

Maps and manuscripts with soluble media:

- **Do not blot the surface. Quickly freeze or dry.**

Coated papers:

- **Keep wet by packing in boxes lined with garbage bags, then freeze.**

Framed prints and drawings:

- **If time and space permit, unframe and pack as for single sheets.**

Plans, oversize prints, manuscripts, maps in drawers:

- **Sponge standing water out of map drawers. Remove the drawers from the cabinet, ship and freeze them stacked up with 1" - 2" strips of wood between each drawer. Pack loose, flat maps in bread trays, flat boxes, or plywood sheets covered in polyethylene. Bundle rolled maps very loosely to go in small numbers to the freezer, unless facilities are available for conservators to unroll them.**

BOOKS

Don't open or close wet books or remove wet book covers. If the water is dirty wash the books before freezing. Do not wash open books and those with water soluble media. Wash closed books in tubs of cold running water and dab away (do not rub) mud with a sponge. Time and facilities may limit this treatment.

Lay a sheet of freezer paper around the cover, and pack spine down in a milk crate or cardboard carton.

Leather, parchment, and vellum bindings are an immediate priority because they distort and disintegrate in water. Books with coated papers should be kept wet by packing inside boxes lined with garbage bags, then frozen.

PAINTINGS

Drain off excess water and take to a work area for immediate drying. Transport horizontally if you can. If not, carry the painting facing toward you, holding the side of the frame with the palms of your hands. Larger paintings should be carried by two people. The order of removal and treatment is: first, the most highly valued; second, the least damaged; third, slightly damaged and fourth, severely damaged.

COMPUTER DISKS

If the diskettes are wet, pack them upright in containers of cold distilled water. Make arrangements to air dry.

SOUND AND VIDEO RECORDINGS

Phonodiscs:

- **If storage boxes are badly damaged, transfer the discs, up to five at a time, to milk crates. Pad the bottoms of the crates with ethafoam and interleave with ethafoam every 25 records to absorb shocks. Always transport the discs vertically and hold the discs by their edges.**

Sound and video tapes:

- **Pack vertically into egg crates or cardboard cartons. Do not put excessive weight on the sides of the reels or cassettes.**

PHOTOGRAPHIC MATERIALS

- **Salvage without delay these historic photographic processes:**
Wet collodion photographs (ambrotypes, tintypes, pannotypes and wet collodion glass negatives). Salvage first and air-dry these immediately. Both immersion and freezing will destroy the emulsion. If photographs cannot be handled immediately, place in sealed polyethylene bags and immerse in cold water until they can be air dried.
- **Daguerreotypes: Salvage and air dry.**
- **Nitrates with softening emulsions: Freeze immediately and make arrangements to freeze dry.** Emulsions are water soluble and could be lost. Other photographs should be kept in wet containers of fresh cold water until they are either air dried or frozen. If allowed to partially dry, they will stick together. Pack inside plastic garbage pails or garbage bags inside boxes. Keep to a minimum the immersion time prior to treatment or freezing.
- **Prints, negatives, transparencies: Salvage color photographs first, then prints, then black and white negatives and transparencies.** If facilities and personnel are available, air dry. Pack and freeze if not.
- **Motion pictures: Open the film can, fill it with water, and replace the lid. Pack into plastic pails or cardboard cartons lined with garbage bags. Ship within 72 hours to a film processor for rewashing and drying.**

MICROFORMS

Roll Microfilm:

It is often cheaper to replace microfilm than to salvage it. However, master negatives are often irreplaceable, demand salvage. Do not remove the films from their boxes. Hold cardboard boxes (and their labels) together with rubber bands. Fill the boxes with water then wrap 5 boxes of film into a block with plastic wrap. Pack the blocks into a heavy duty cardboard box lined with 3 garbage bags. Label as wet film and ship within 72 hours to a microfilm processor.

Diazo microfiche, aperture cards, film in jackets:

Pack, freeze, and make arrangements to air dry.

Parchment and vellum:

Separate from other documents, pack in crates or flat boxes, and freeze.

(from Betty Walsh, Western Association for Art Conservation Newsletter, May 1988).

SECTION VIII RECOVERY METHODS AND PROCEDURES

BOOKS AND RECORDS

See Appendix I Drying Wet Books and Records

See Appendix II Procedures for Air Drying Wet Books and Records

PAINTINGS

Ideally, this treatment should be done by a conservator. First, set up tabletops padded with blotters and covered with plastic. Separate the wet paintings from those showing structural damage. Signs of structural damage are tears in the canvas, flaking, lifting, and dissolving of paint and ground layers. Let the structurally damaged paintings dry, face up in a horizontal position, on the tables. Structurally sound paintings on canvas are dried in the following way: Set up several more layers of blotter on the table, followed by a layer of tissue paper. Unframe the painting, but don't remove it from its stretcher. Lay it face down on this surface, making sure the tissue is not wrinkled. Cut blotters to the inside dimensions, or smaller to fit inside the stretcher keys. Cover the back of the canvas with a blotter (if the canvas is large and more than one blotter is necessary, place blotters end-to-end), then the board, and finally weights. Change the blotter until the canvas is dry. If the tissue on the front has a tendency to stick to the paint layer, leave it in place.

FLOPPY DISKETTES

The diskettes should be removed from their jackets, washed, and dried. Cut the edge of the jacket with non-magnetic scissors and remove the diskette with gloved hands. Wash in several water baths (photo trays) of distilled water, and dry with lint-free towels. Fan dry by hand, do not use hairdryer. When the crisis is over, insert the diskettes into a new jacket (taken from a new diskette) and copy. The disc drive heads should be cleaned frequently.

SOUND RECORDINGS

Remove the discs from their sleeves and jackets. If labels have separated, mark the center of the disc with a grease pencil and keep track of the label. Jackets, sleeves, and labels may be dried like other paper materials.

If dirt has been deposited on the discs, they may be washed with distilled water following the circular grooves of it. Dry thoroughly, following the grooves, with cheesecloth or soft, lint-free cloth. Air dry the discs on supports that permit free circulation of air. If available clean soiled discs on a professional vacuum-type disc cleaning machine. Place LPs into new polypropylene inner sleeves prior to repackaging into original or replacement outer sleeves. Shellac discs (78s) should be air-dried as quickly as possible because moisture may cause them to delaminate.

REEL-TO-REEL TAPES

If the exterior of the tape is dirty, wash the tape (still wound on its reel) in lukewarm water. Support the tape vertically and air dry it, or dry it by laying it on sheets of unprinted newsprint spread over plastic covered tables. Then copy the tape immediately. Clean the tape machine (tape heads, capstan, pinch rollers) after each play. Tape boxes can be air dried as well. Return the tape to its original box after the box has dried, or replace the box if it is badly damaged. Strongly suggested this procedure be done by professionals

VIDEOCASSETTES

Dismantle the cassette and dry as for reel-to-reel tapes. Copy immediately. Strongly suggested to be done by professionals.

AUDIO CASSETTES

If there are no master copies, dismantle the cassettes and air dry as above. Copy the tape after it is dried. If it is not feasible to dismantle the cassettes, air dry them and copy immediately. Strongly suggested to be done by professionals

PHOTOGRAPHS

The first priority is to dry wet collodion photographs and daguerreotypes even though the recovery rate may not be very high. The next salvage priority order is color photographs, prints, and negatives and transparencies.

Daguerreotype and Collodion PHOTOGRAPHS

Remove the assembly from the case. Carefully fold back the preserver frame, cut the sealing tape (if present), and take the assembly apart. Place daguerreotypes face up on blotters with the case components beside them. Wet collodion photographs should be dried in a similar way emulsion side up.

Wet collodion glass negatives and unmounted case photographs:
Dry emulsion side up on blotters.

PRINTS, NEGATIVES, AND TRANSPARENCIES

In order of preference, the drying methods are: air dry; freeze, thaw and air-dry; and freeze dry. If the photographs have been immersed in dirty water, clean them before air-drying or freezing. Keep photographs wet by immersing in containers of fresh cold water prior to air drying or freezing. Do not allow them to partially dry while unseparated, they will stick together!

Time and facilities may modify the following:

BLACK AND WHITE PRINTS AND NEGATIVES

Wash for half an hour in changes of cold water. Gently swab off

stubborn dirt from the surface. Rinse with Kodak Photo Flo solution.

COLOR PRINTS

Wash for 15 minutes in changes of cold water. Gently swab off stubborn dirt from the surface. Rinse in Kodak Photo Flo Solution.

COLOR NEGATIVES AND TRANSPARENCIES

Wash the same as for black and white negatives. Prior to drying follow these measures:

COLOR NEGATIVES: Rinse for one minute in Kodak C41 stabilizer before drying.

EKTACHROME TRANSPARENCIES: Rinse 10-15 seconds in Kodak E6 stabilizer.

EASTMAN COLOR FILM: Send to a Kodak laboratory.

*Air dry (the preferred recovery technique) emulsion side up on blotters or nylon screen.

SLIDES

Remove from the cardboard mounting, which is susceptible to warping and distorting when drying. The slides can be immersed in cold water for 72 hours until they are hung for air drying.

SECTION VIII EMERGENCY SUPPLIES AND EQUIPMENT

- roll of plastic sheeting
- chemical light sticks (one dozen)
- eye protection
- first-aid kits
- labels
- packing tape
- pocket knife
- respiratory protection (masks)
- scissors
- waterproof flashlights
- work gloves
- waterproof markers or pens

SECTION X SUPPLIERS AND RECOVERY SERVICES

See Appendix IV

SECTION XI REGIONAL DISASTER ASSISTANCE

See Appendix IV

This list contains the names of preservation and conservation specialists with expertise in recovering water-damaged paper- and non-paper-based records, and conservators who are trained in the treatment of water damaged paper-, leather-, and photographic items.

SECTION XII DISASTER BIBLIOGRAPHY

**Association of Research Libraries, Office of management Studies.
Planning for Emergencies. SPEC Kit no. 69. Washington, DC: ARL,
1980.**

**This a compilation of sound advice from a number of experts and
institutions. Cost is approximately \$25.00 from ARL.**

**Barton, John P. and Johanna C. Weilheiser. An Once of Prevention.
Toronto, Ontario, Canada: Toronto Area Archivists Group, 1985.**

**Even though this is written for a Canadian institution, the
information it contains is sensible, sound, and applicable for
anyone involved in disaster planning. Conference proceedings are
also available.**

**Bohem, Hilda "Disaster Prevention and Disaster Preparedness." Berkeley,
CA: The University of California, Berkeley, Office of Assistant
Vice-President, 1978.**

**This is somewhat dated, but the logical and concise organization it
suggests is still extremely useful and worth reading in preparation
for planning.**

**Buchanan, Sally A. Disaster Planning: Preparedness and Recovery for
Libraries and Archives. General Information Programme and UNISIST,
UNESCO: Paris, 1988.**

**This book emphasizes the disaster planning process, including
response and recovery. It is written from a management perspective,
intended for a general audience, but with attention paid to the
needs of developing countries.**

**Buchanan, Sally A. "Disaster: Prevention, Preparedness and Action."
Library Trends. Vol. 30, no. 2, Fall 1981.**

**The advice in this somewhat dated article is generic enough to
provide a foundation for building expertise. The bibliography
contains classic works in the field.**

**Buchanan, Sally A. "The Stanford Library Flood Restoration Project."
College & Research Libraries, November 1979.**

**The second half (see Leighton, Phillip) of a detailed account of a
major library flood, including the logistics and statistics of
recovery.**

**Eulenburg, Julia Niebuhr. Handbook for the Recovery of Water Damaged
Business Records. Prairie Village, KS: Assoc. of Records Managers
and Administrators, 1986.**

**This manual is strong in its coverage of paper, magnetic media,
photographs, an other special media.**

Hendriks, Klaus B. and Brian Lesser. "Disaster Preparedness and Recovery: Photographic Materials." American Archivist. Vol. 46, no. 1, Winter 1983.

Solid and sensible advice from one of the most reliable and respected photographic conservators in the field.

Leighton, Phillip D. "The Stanford Flood." College & Research Libraries. September, 1979.

An account of the immediate response and reaction to the flood at the Stanford University Meyer Library.

Martin, John H. The Corning Flood: Museum Under Water. Corning, NY: The Corning Museum of Glass, 1977.

A creative account and a classic in the field of disaster recovery. This should be read by everyone before undertaking disaster planning.

Mathieson, David F. "Hurricane Preparedness: Establishing Workable Policies for Dealing With Storm Threats." Technology & Conservation. Summer,

This is another classic demonstrating in great detail how careful preparedness planning should be undertaken.

Matthews, Fred W. "Sorting a Mountain of Books." Library Resources and Technical Services. January/March 1987.

An interesting account of some of the problems of the rehabilitation phase of disaster recovery, including efficient sorting and reshelving of books dried after a major fire and water damage.

Morris, John. Managing the Library Fire Risk. 2nd. ed. Berkeley, CA: The University of California Office of Insurance and Risk Management, 1979.

Another classic in the field. This is an invaluable source book for detailed information about fire detection and prevention systems and facts.

O'Connell, Mildred. "Disaster Planning: Writing and Implementing Plans for Collection-Holding Institutions." Technology & Conservation. Summer,

A succinct and practical approach to disaster planning. Every planning committee should read it first before undertaking the task.

Ogden, Sherelyn. "The Impact of the Florence Flood on Library Conservation in the United States of America. A Study of the Literature Published 1956-1976." Restaurator 3, 1979.

This account provides a bit of the history and background, which led

to the innovation in recent recovery techniques for water-damaged materials.

Water, Peter. Procedures for the Salvage of Water-Damaged Library Materials. Washington, DC: GPO, 1979.

Although some of the advice given by Mr. Waters is now out of date, this little pamphlet should still be held in multiple copies. It is currently being revised.

APPENDIX I

Drying Wet Books and Records

There are currently five ways to dry wet books and records. All have undergone at least some minimal level of testing under emergency conditions; several have been used extensively. These methods are described to assist you in making the best choice given your circumstances: cause of damage, level of damage, numbers involved, rarity/scarcity, personnel available, budget available, drying service available. Advice from a conservator or preservation administrator experienced in disaster recovery can be helpful before the final selection(s) is made. It is important to remember that no drying method restores materials. They will never be in the same or better condition than they were in before they were wet. If time must be taken to make critical decisions, books and records should be frozen to reduce physical distortion and biological contamination.

Several of the methods described below (dehumidification, vacuum thermal drying, and vacuum freeze drying) are only available through a commercial disaster recovery firm. Choose a company with experience in drying library or archival collections. Ask for references and carefully inspect the materials after drying. Be sure that the drying procedures do not include any treatment, such as ozone odor removal or fumigation, that may cause permanent damage to paper based materials.

Also consider these rules of thumb when choosing a method:

If there are more than 10 cubic feet or document storage cartons, contract out the drying.

If there are more than 500 volumes, contract out the drying.

If there are less than these quantities and you have the space, dehumidify the room and provide air movement. Remember, wet paper may wrinkle or cockle, and distort bindings, if air dried.

Air Drying

Air drying is the oldest and most common method of dealing with wet books and records. It can be employed for one item or many, but is most suitable for small numbers of damp or slightly wet books and documents. Because it requires no special equipment, it is often seen as an inexpensive method of drying. But it is extremely labor-intensive, can occupy a great deal of space, and result in badly distorted bindings and text blocks. It is seldom successful for drying bound, coated paper. The correct technique for air-drying is described in Appendix II which follows. Book and paper conservators should always be consulted for the drying of rare or unique materials. They may choose to air dry items or may suggest one of the other alternatives.

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 library with all collections, equipment, and furnishings left in place. Temperature and humidity can be carefully controlled to user specifications. In the desiccant air drying the dehumidifier uses a desiccant chemical that can lower the relative humidity to below 20%, thus speeding up the drying process.

Additional testing is being undertaken, but the technique is certainly successful for damp or moderately wet books, even those with coated papers, as long as the process is initiated before swelling and adhesion takes place. The number of items is limited only by the amount of equipment available and the expertise of the equipment operators. This method is the choice for large quantities of damp books and records, with the advantage of leaving the materials in place on the shelves and in storage boxes, eliminating the costly step of removal to a freezer or vacuum chamber.

Freezer Drying

Books and records, which 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 water damage. 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 temperature must be below -10 to -40 degrees F. to reduce distortion and to facilitate drying. Documents may be placed in the freezer in stacks or may be spread out for faster 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. Coated paper may adhere with this technique.

Vacuum Thermal-Drying

Books and records may be dried in a vacuum thermal-drying chamber into which they are placed either wet or frozen. The vacuum is drawn, heat is introduced and the materials are dried above 32 degrees F. This means that the materials stay wet while they dry. It is a very acceptable manner of drying wet records but often produces extreme distortion in books, and almost always causes blocking - or adhesion - of coated paper. For large numbers of materials it is easier than air-drying, and almost always more cost effective. However, the method is not a good choice for saturated books; expect extensive rebinding or recasing of books should be expected. This method can be a good solution for moderate quantities of general records, unbound material, and documents that have suffered extensive water damaged.

Vacuum Freeze-Drying

Books and records are placed in a vacuum chamber either wet or frozen. The vacuum is pulled, a source of heat is introduced, and the collections, dried a temperatures below 32 degrees F., remain frozen. The physical process known a sublimation takes

place, i.e., ice crystals vaporize without melting. This means that there is no additional swelling or distortion beyond that before the materials were placed in the chamber. Coated paper will dry well if it has been frozen or placed in the chamber within six hours. Otherwise it may well be lost. The 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. Rare and unique materials can be dried successfully this way, but leathers and vellum may not survive. Although this method may initially appear to be more expensive due to the equipment required, the results are often so satisfactory that additional funds for rebinding are not necessary, and mud, dirt and/or soot are lifted to the surface, making cleaning less time-consuming.

This process is available through disaster recovery firms only and the material will be transported in a refrigerated truck to recovery's firm nearest plant. Vacuum freeze drying is suitable for a wide range of materials and is very effective for saturated books and coated paper. It takes quite a while to dry a large volume of materials since the chambers are limited in size and each batch requires an average of 6-10 weeks to dry. Vacuum drying also draws dirt and particles to the surface, which can be brushed off after drying. The method also seems to be effective in non-chemical fumigation and smoke-odor removal.

(from Sally Buchanan 1989 and 1992, and Miriam Kahn, 2003)

APPENDIX II

Procedures for Air Drying Wet Books and Records

The main objective in the air drying of wet books is to remove water as efficiently as possible and, at the same time, contain structural distortion. Structural distortion (i.e., excessive swelling of the fore-edge area, concavity of the spine) can be avoided if proper judgment is used in determining the appropriate point at which the book should be opened. The following procedures assume that the covers are in good condition and still attached to the book. If the covers must be removed (because of delamination, color running out of the binding materials, board swelling and warping, etc.) the book should be stood on edge as described below, but supported by loose pieces of binder's board, blocks of wood, or bookends. (See other cautions at the end of this section).

Books that are saturated:

These materials have been soaked through because of being submerged in water or standing beneath running water.

Do not attempt to open these, fan the leaves, or remove the covers. Place book on its head on sheets of absorbent paper. Place absorbent sheets of paper between the text block and the binding. Change paper on the table as it becomes wet and reverse the standing position of the book each time. Providing that the books are placed in a moving current of air, they should soon dry to the point where they may be opened for the next step, wet books. At this stage, covers may be opened slightly to support the volume. Aluminum foil may be placed between cover and end sheet to prevent staining from binding dyes.

Books that are wet:

These materials are wet to some degree throughout, but not saturated and dripping. They will require interleaving.

Books may be carefully opened partially (at a fairly shallow angle) and interleaved with absorbent paper. White paper towels are ideal for this purpose. Begin at the back of the book and interleave every 20 or so leaves. Given good drying conditions the book may be left flat until the interleaving materials have absorbed some of the water, probably after one hour. Change interleaf material periodically until book is only very slightly damp, then go to step of damp materials.

Books that are damp:

These materials are wet beyond the edges, but not soaked through, and may require interleaving when air drying.

When interleaving damp books, begin in the front and work toward the center, placing interleaving sheets each 50 pages in such a way that the book can stand upright on its head when done. Do not open book more than 30 degree angle. Repeat working from back to center. If binding

book. Change interleaving frequently, placing new sheets at different places from the last, and in such a way that book can be turned on opposite end with each change. When interleaving sheets no longer come out wet, continue air drying as for slightly damp volumes.

Books that are slightly damp:

These materials have only wet edges and do not need interleaving to soak up excess water.

Cover drying surface with plain newsprint, and change when it becomes damp. Stand volume on its head and fan slightly open. Paperbacks and other books that will not stand on their own may be braced with wooden press boards or Styrofoam pieces. Position volumes in path of circulating air, but do not blow fan directly on wet paper as this will cause pages to wrinkle. When the book is almost dry, lay the book flat, place one or two sheets absorbent paper between the text block and the boards, and place a weight on the book. Leave the weight in place until the book is completely dry. Lightweight volumes, such as pamphlets, may be hung on drying racks or other lines to dry. Use monofilament nylon, not more than 1/32 inch diameter and not more than 5-6 feet long, space at least ½ apart.

CAUTION:

- **Coated paper (the shiny paper used for periodicals and art books and illustrated materials) requires immediate attention - once the paper starts [text missing] salvage the item by interleaving every sheet with changes of wax paper. If time or staff are not available for this, make arrangements to freeze the book and KEEP IT WET until it is placed in the freezer.**
- **Water soluble inks or media (manuscripts, drawings, water colors), rare unique items, non-paper materials (films, disks, oil paintings) require special drying techniques.**
- **Manuscripts or books printed or bound in vellum or leather: DO NOT AIR except under the direction of a specialist.**

APPENDIX III

Training Library Personnel and Maintenance of Disaster Response Plan

A. Training Library Personnel

A written plan means little unless all Library employees are trained in its use. One effective way to learn how to respond in an emergency is to stage a simulated disaster. A simulated disaster will identify areas of the Plan that work and areas that need improvement. A mock disaster that initiates response and recovery mechanisms should be done at least once a year.

B. Maintenance of Disaster Response Plan

To ensure a quick and effective response and recovery it is extremely important that all of the information in the Response Plan be updated annually including

- ___ Emergency Names and Phone Numbers (Section III & IV)**
- ___ Salvage Priorities (Sections V, VI, VII, VIII)**
- ___ Emergency Supplies and Equipment (Section VIII)**
- ___ Addresses for Suppliers and Disaster Recovery Services (Appendix IV)**

The Medical College of Georgia Public Safety Office and the Richmond County Fire Department should be given revised copies of the Plan each year or whenever changes are made.

C. Ongoing Risk Assessment

The Special Collections Archivist and Building Coordinator should continue to monitor physical changes to the library building, its fixtures, and surroundings which may pose a potential hazard to the collections.

The Special Collections Archivist will conduct an annual training session in March of every year for all library department titled "How to Handle Wet Materials."

The Building Coordinator will coordinate an annual fire safety training session with MCG Fire Safety Officials on how to respond in case of a fire to be scheduled by department every October during Fire Prevention Week.

APPENDIX IV

SUPPLIERS AND RECOVERY SERVICES

DISASTER RECOVERY CONTACT LIST

as of January 2003

SPECIAL COLLECTIONS

Aiken County Historical Museum

Carol Tyler	Collections Manager	803-642-2017
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Augusta Museum of History

Gordon Blaker	Curator	706-722-8454
Misty Tilson	Registrar	722-8454

Boyhood Home of Woodrow Wilson

Heather Gordon	Director	706-722-9828
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Historic Augusta

Kim Overstreet	Preservation Director	706-724-0436
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Lucy Laney Craft Museum

Carl Prescott	Historian	706-724-3576
Leisha Starchia	Education Coordinator	724-3576

Morris Museum of Art

Kelly Mackie	Registrar	706-724-7501
Laura Pasch	Assistant Registrar	724-7501

Signal Museum, Fort Gordon

Mike Rodgers	Exhibits	706-791-3856
Delores Oplinger	Collections Manager	791-5324

U S Army Signal Center and Ft Gordon

Steven Rauch	Command Historian	706-792-5212
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Redcliffe Plantation

Deborah Jowers	Curator	706-827-1473
Joy Raintree	History Interpreter	827-1473

Disaster Recovery Contacts List

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LIBRARY TECHNICAL SERVICES

Primary Recovery Leaders (All Servers)

	<u>WORK PHONE</u>	<u>HOME PHONE</u>	<u>PAGER #</u>
Kristy Stephens	706- 21-9901	803-593-9471	706-723-5756
Wendy Ellis	706-721-9912	706-772-9884	706-723-1779
Andrew Klosson	706-721-0219	706-729-0219	706-723-6596

Backup Contacts	<u>WORK PHONE</u>	<u>HOME PHONE</u>
Frank Li	706-721-8830	706-868-1327
Josh Shows	706-721-6315	706-210-5378

GIL Services Site

	<u>WORK PHONE</u>	<u>HOME PHONE</u>	<u>PAGER #</u>
Wendy Ellis	706-721-9912	706-772-9884	706-723-1779

Backup Contact

Kristy Stephens	706-721-9901	803-593-9471	706-723-5765
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GIL Server (Hardware Only)

	<u>WORK PHONE</u>	<u>PAGER #</u>
Chris Peavler	706-721-1997	706-723-1542

Main ITD Server Support (Help Desk) 706-721-7500

ITD NT/2000 Server: Steve Brown 706-721-7321

ITD Web Server Support: Angela Jessee 706-721-2801

Web Server Support: Beck Rogers 706-721-3668

ITD Backbone Support: Doogie Howser 706-721-4238

Novell Vendor Support: 706-721-7400

ArcServe Vendor Support: <http://support.ca.com/as6supp.html>

Disaster Recovery Contact List

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LIBRARY TECHNICAL SERVICES CONTINUED

Dell Vendor Support: 888-560-8324

<https://premiersupport.dell.com/premier/login/login.asp>

HP Vendor Support: 970-635-1000

<http://welcome.hp.com/country/us/eng/support.htm>

Endeavor Vendor Software Support: 877-445-5693

<http://support.endinfosys.com>

Sun Enterprise Vendor Hardware Support: 800-872-4786

COLLECTION SERVICES

Atlanta Const.

local---Johnnie Nelson
3865 New Karleen Rd.
Hephzibah, GA. 30815
798-2021

Augusta Chronicle

P.O. Box 1928
Augusta, GA. 30901-1928
722-5620
Acct# 268508

Augusta Magazine

127 7th Street
Augusta, GA. 3090-1321
823-3722
Acct# 231455

Bernan

4611-F Assembly Drive
Lanham, MD 20706-4391
800-274-4447
Acct. # 3083566

EBSCO

P.O. Box 2543
Birmingham, AL 35202-2543
800-633-4606
Acct. BR2858501
Sherry Burcham

Disaster Recovery List
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COLLECTION SERVICES CONTINUED

Blackwell Book Services

100 University Court
Blackwood, New Jersey 08012
800-257-7341
Acct. # 0086132
Patty Davis

Bowker

630 Central Avenue
New Providence, NJ 07974
800-521-8110 Acct. # 304619700

Gale Group

27500 Drake Road
Farmington Hills, MI 48331-3535
800-877-4253
Acct # 138252

New York Academy of Sciences

2 East 63rd Street
New York, NY 10021
212-838-0230
Acct. # XOP27870

ANA

American Nurses Association
1650 Bluegrass Lakes Parkway
Atlanta, GA 30004
800-637-0323
Acct. # 03730980

NCME

Phone – 202-222-9318
Fax – 202-775-1824

Health Reference Center

Farmington Hills, MI 48331
Tel 800-877-4253 Fax: 800-414-5043
www.gale.com

Disaster Recovery Contact List

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COLLECTION SERVICES CONTINUED

Elsevier

Leslie Miller
l.miller@elsevier.com

Majors Scientific Books

Ken Robichaux, Sales Representative
800-538-1297
krobichaux@majors.com

Anna Brewer, Approval Plan Administrator
972-353-1100 ext.8634
Acct No. 444307

Ingram Book House

800-937-8200

Audio Digest

800-423-2308

BUSINESS SERVICES

Boise

800-264-7370
888-203-4988fax
PIN# 1010395707
ACCT # 283399
www.BoiseOffice.com
Contact: Garnett Johnson 770-437-8700

MintonJones

888-817-7907
887-446-0609fax
PIN#1001227054
www.mintonjones.com
Contact: Seth Moore ext 269

Dove Data Products

800-968-6925
800-968-8162 fax
Contact: Robert Peel
call above # and leave voice mail

Disaster Recovery Contact List

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BUSINESS SERVICES CONTINUED

3M Library Systems

3M Center, Building 424-IE-04
St. Paul, MN 55144-1000
800-328-0067
888-264-1916fax
www.3m.com/library

Highsmith

800-558-2110
800-835-2339fax
email: service@highsmith.com
www.highsmith.com

Demco

800-356-1200
800-245-1329fax
demco.com

Gaylord

800-448-6160
800-272-3412fax
www.gaylord.com

Ivan Allen

706-863-4828
706-228-4987fax
www.ivanallen.com

Markos-King Associates (Shelving)

381 Crippled Oak Trail #20278
Jasper, Georgia
770-893-2571
770-893-3514fax

Disaster Recovery Contact List

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INTERLIBRARY LOAN

DOCLINE -

Collection Access Section
National Library of Medicine
8600 Rockville Pike
Bethesda, MD 20894
301/496-5511
1-888-FINDNLM
Internet: custserv@nlm.nih.gov

NN/LM SE/A Region

University of Maryland, Baltimore
Health Sciences and Human Services Library
601 W. Lombard Street
Baltimore, MD 21201-1512
1-800-338-7657
Beth Wescott bwesc001@umnet.umaryland.edu

Ariel - Infotrieve

E-mail: ariel@infotrieve.com
Phone: 6 am to 5 pm Pacific Time, Monday through Friday
1-800-422-4633 Toll Free
1-734-459-9699 International

SolINET -

1438 West Peachtree Street NW
Suite 200
Atlanta, GA 30309-2955
1-800-999-8558
404-892-7879 fax

OCLC -

OCLC Online Computer Library Center, Inc.
6565 Frantz Road
Dublin, OH 43017-3395, USA
1-614-764-6000
1-800-848-5878 (USA and Canada)
Fax: 1-614-764-6096
E-mail: oclc@oclc.org
www.oclc.org
3-M (For security gate problems and repairs)
John Malloy 1-800-548-6977 ext 57757

Disaster Recovery Contact List

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EDUCATION AND INFORMATION SERVICES

3-M (For security gate problems and repairs)

John Malloy 1-800-548-6977 ext 57757

Toner and photoconductor units for IKON copiers are ordered directly from the vendor for IKON machines. Vendor: 1-888-468456-6457.

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