Protecting Your Collections

WRITING A DISASTER RESPONSE PLAN

PART I: RESPONSE

JULIE PAGE – WESTPAS

Acknowledgments

Content based on WESTPAS workshops funded by NEH Western States and Territories

WESTPAS Preservation Assistance Service

Additional content developed by:
Balboa Art Conservation Center (BACC)
California Preservation Program (CPP)
Council of State Archivists (CoSA)

Objectives

➢ To help you write or revise your disaster plan
➢ To review emergency response & recovery plans
➢ To provide key resources to help initiate or refine disaster planning at your institution
➢ To introduce you to techniques for salvaging a variety of collection types

OVERARCHING GOAL:
Disaster Plan completed for all collecting institutions with staff trained to implement
Pocket Response Plan (PReP™)

- makes essential information easily accessible
- pocket size / fits in envelope
- cost effective / easy to update

A plan in the pocket is a plan in hand!

Binder (Appendices & Supplements)

- contents scalable to needs
- 3-ring for easy access to a topic
- cost effective / easy to update
- easy to produce in-house

Flip Chart

- easily displayed / accessible
- spiral bound for easy access to a topic
- cost effective
An emergency can become a disaster if immediate action is not taken to protect staff, visitors & collections.

Freezing buys time ...

- “Buys time” to make decisions
- Only response for some materials
- Inhibits mold growth
- Does not affect inks

BUT...

- Special equipment needed
- Not suitable for all materials
Health & Safety

HUMAN SAFETY COMES BEFORE THE CARE OF THE COLLECTIONS:
• Account for all personnel
• Care for injured
• Protect workers during recovery

Consider the building / collection guilty until proven innocent

It CAN happen to you!

NATURAL DISASTERS
• Fire/wildfires
• Smoke/ash
• Earthquake/tsunami
• Flood/rain storms
• Tornado/high winds
• Hurricane
• Volcano

MAN-MADE DISASTERS
• Vandalism
• Fire/arson
• Water leaks/sewage
• Electrical/construction accidents
• Bombs/terrorists
• Chemical explosions

Emergency Management

Before
• Prevention/Mitigation
• Preparation

During
• Response

After
• Recovery

Follow Through
Definitions

**Prevention / Mitigation**
Actions that prevent an emergency from happening & reduce harm to people, collections, property in event of unavoidable emergencies

**Preparation**
Actions such as gathering supplies & equipment, locating emergency contacts, preparing & training personnel to manage emergencies

**PREVENTION**
- Assign responsibility for planning
- Coordinate with agencies/personnel
- Assess potential sources of emergencies & identify hazards
- Assess prevention/protection needs

**KEEPPING IN MIND:**
- Fiscal implications
- Implementation when possible

**PREPARATION**
- Prepare immediate response summary & telephone tree
- Assess collection assets & set priorities
- Identify insurance & emergency funds
- Purchase & distribute in-house supplies
- Identify sources of supplies, services, experts
- Document & distribute emergency procedures
- Train staff
Definitions

- **Response**: Actions immediately after emergency that provide temporary care for people, collections & property and prevent avoidable casualties & property damage.

- **Salvage**: Actions taken to evacuate or retrieve collections & property from damaged areas and to restore collections as close as possible to their original condition.

- **Recovery**: Actions taken after emergency to return to normal operations.

Follow through

- Distribute written documentation & plans to all appropriate personnel.
- Review, revise & update the plan at least annually & after an event.
- Educate staff/fire/security personnel.
- Test the plan & evaluate.

Questions?
**Template for Pocket Response Plan for Collections**

**SIDE A (Communications).** Use this side to collect phone numbers for the individuals and organizations you are most likely to need to talk to in the first minutes and hours after an emergency occurs: staff, emergency responders, facility managers, utilities, vendors, and assistance organizations.

<table>
<thead>
<tr>
<th><strong>INSTITUTIONAL CONTACTS</strong> (con't)</th>
<th><strong>BUILDING UTILITIES</strong></th>
<th><strong>FIRST RESPONDERS</strong></th>
<th><strong>EMERGENCY RECOVERY SERVICES</strong></th>
<th><strong>REGIONAL CONTACTS</strong></th>
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<tbody>
<tr>
<td>Risk Manager</td>
<td>Water – Fire Sprinklers</td>
<td>Fire Department</td>
<td>American Institute for Conservation</td>
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<tr>
<td>[name]</td>
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<td>Insurance Contact / Agent</td>
<td>Water – Potable</td>
<td>Police Department / Law Enforcement</td>
<td>Conservator 1 (specialization)</td>
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<td>[name]</td>
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<td>Plumber</td>
<td>County Emergency Management</td>
<td>Conservator 2 (specialization)</td>
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<td>Information Technology Officer / IT</td>
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<td>Refrigerated Trucking Service</td>
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<td>Registrar / Special Collections</td>
<td>Gas</td>
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<td>[state] Museum Association</td>
<td>(dehumidification, freeze drying, A/V)</td>
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<tr>
<td>Team Leader</td>
<td>Fire Suppression (other)</td>
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<td>Industrial Hygienist / Mold Testing Lab</td>
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</tbody>
</table>
| Member 1                           | First 
| [name]                             | [name]                |                     | Exterminator / Fumigation Service |
| [office phone] / [home phone] / [cell] / [email] / [home email] | [name]                |                     | [name] |
| Member 2                           | [name]                |                     | Structural Architect |
| [office phone] / [home phone] / [cell] / [email] / [home email] | [name]                |                     | [name] |
| Member 3                           | [name]                |                     | [name] |
| [office phone] / [home phone] / [cell] / [email] / [home email] | [name]                |                     | [name] |

**First 
**

Print on 8 ½" x 14" paper. Trim on outside lines to 12 ½" x 6 ½", fold on vertical lines like an accordion, then fold in half (bringing short sides together) so that final folded document measures 2 ½" x 3 ½". Insert in PReP™ Tyvek® envelope for protection, available from CoSA http://www.statearchivists.org/prepare © 2006 Council of State Archivists (CoSA). Adapted from WESTPAS for C2C.
## Immediate Response and Checklist for Collections Recovery

### IMMEDIATE RESPONSE

**Notification (as appropriate):**
- First Responders: Ensure that all staff and visitors are safe and accounted for.
- Maintain security of building and collections.
- Institutional Contacts.
- Building Utilities.
- Activate the Disaster Plan’s emergency response actions.
- Activate the Disaster Team if collection damage.
- Follow other Communication steps.

### WATER RESPONSE

- Stop the source, remove standing water.
- Cover collections with plastic sheeting.
- Remove materials from water path. Move collections higher on shelves or onto book trucks.

### ASSESSMENT

Ensure through proper authorities that all hazards are cleared before entering building:
- Health & safety first; protect staff.
- Document with photos, videos, notes.
- Assess damage to collections, building, information systems.
- What type of an emergency was it (fire, smoke, chemical, clean water, dirty water, heat, humidity)?
- What areas are affected?
- How much of the collection is damaged?
- What types of materials are damaged?
- Are critical information systems functional / safe?

### COMMUNICATION

Establish and maintain channels of communication:
- Establish communication with appropriate local & regional emergency management.
- Communicate with staff using the Phone Tree.
- Contact risk manager and insurance agent.
- Contact the public relations officer.
- Contact Regional Contacts, conservators.
- Contact outside Emergency Recovery Services.
- Confirm funding sources for emergency services as needed.
- Contact regional libraries to ensure continued services to constituents.
- Report status to administration and public.
- Post emergency information and instructions on the institutional website.
- Obtain appropriate permissions to begin salvage (public safety, public health, structural engineer).

### WATER RESPONSE

- Identify materials needing immediate salvage action (coated paper, leather bindings, unstable inks, artwork, film, etc.).
- Stabilize the environment (cool, dry, circulating air optimal).

### WATER RESPONSE

- Quick response is essential to prevent mold growth and irreversible damage to materials.
- Obtain refrigerated trucks, freezer storage.

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### COLLECTION SALVAGE

Salvage collections using pre-established Collection Priorities, taking into account access & extent of damage:
- Identify and gather emergency supplies.
- Identify secure, dry location for pack-out and air-drying.
- Recruit staff / volunteers.
- Wear appropriate safety protection.
- Start collection salvage guided by Disaster Plan and collection response protocols, including Collection Priorities.

### COLLECTION PRIORITIES

**First Priority Collections:**

**Second Priority Collections:**

**Files / Equipment:**

**Other:**

**MAJOR DISASTERS:**

**INCIDENT COMMAND SYSTEM**

**ICS authority structure:**
- Incident Commander: Responsible for overall management of the incident.
- Public Information Officer: Responsible for communication with media/public.
- Safety Officer: Monitors safety of the incident in regards to both the facility and the responders.
- Liaison Officer: Coordinates with representatives of cooperating agencies.
- Planning Section Chief: Prepares Incident Action Plan (IAP) to respond to the event.
- Operations Section Chief: Ensures that the IAP is enacted.
- Logistics Section Chief: Responsible for all support needs to enact the IAP.
- Finance/Administration Section Chief: Manages all financial aspects of the incident.

### SITUATION REPORT

Know these answers when speaking with insurance and Emergency Response:
- Who is in charge?
- What is the safety status?
- What has happened and the cause?
- What are the hazards?
- Who discovered and reported the damage?
- What has been done so far?
- Can the staff handle the situation initially?

Print on 8 ½” x 14” paper. Trim on outside lines to 12 ½” x 6 ½”, fold on vertical lines like an accordion, then fold in half (bringing short sides together) so that final folded document measures 2 1/8” x 3 ½”.

### Placer County (California) Museums Archives & Collections Facility

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<thead>
<tr>
<th>Archives and Collections Management Facility</th>
<th>INSTITUTIONAL CONTACTS (cont)</th>
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<tr>
<td><strong>Pocket Response Plan for Collections</strong></td>
<td><strong>INSTITUTIONAL CONTACTS</strong></td>
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<tr>
<td><strong>Date revised: 10/24/2011</strong></td>
<td><strong>Museums Administrator</strong></td>
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<tr>
<td></td>
<td>Melanie Barton</td>
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<tr>
<td></td>
<td>Office – 530-889-6504</td>
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<td>Home phone</td>
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<td>e-mail: <a href="mailto:mbarton@placer.ca.gov">mbarton@placer.ca.gov</a></td>
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<tr>
<td><strong>Museums Program Manager</strong></td>
<td><strong>Risk Manager</strong></td>
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<td>Maryelen Peters</td>
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<td>Office</td>
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<td><strong>Insurance Contact / Agent</strong></td>
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<td></td>
<td>Jennifer Ludford</td>
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<td>Office</td>
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<td><strong>Public Relations Officer</strong></td>
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<td>Robert Miller</td>
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<td><strong>Information Technology Officer / IT</strong></td>
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<td><strong>Curator of Collections</strong></td>
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<td>Kasia Woroniecka</td>
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<td>Office – 530-889-7705</td>
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<td>e-mail: <a href="mailto:kworonie@placer.ca.gov">kworonie@placer.ca.gov</a></td>
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<td>home e-mail</td>
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<td><strong>Emergency Manager</strong></td>
<td><strong>DISASTER TEAM</strong></td>
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<td>Scott Mulic</td>
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<td>Office – 530-886-4967</td>
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<td><strong>Financial Services / Accountant</strong></td>
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<td>Valerie Bayne</td>
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<td>Office – 530-889-7705</td>
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<td><strong>Facilities / Building Manager</strong></td>
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<td>Todd Pisarek</td>
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<td>Virginia Lineberry</td>
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<td><strong>Museums Administrator</strong></td>
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<td><strong>Risk Manager</strong></td>
<td>Placer Co. Water Agency</td>
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<td><strong>Insurance Contact / Agent</strong></td>
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<td><strong>Public Relations Officer</strong></td>
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<tr>
<td><strong>Information Technology Officer / IT</strong></td>
<td>886-4666 day</td>
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<tr>
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<td>Police Department / Law Enforcement 9-911</td>
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<td>• Environment &amp; Historic Preservation-Region IX 510-627-7027</td>
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<td><strong>EMERGENCY RECOVERY SERVICES</strong></td>
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<td><strong>Resource Center</strong></td>
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<td>American Institute for Conservation AIC-CERT.202-661-8068 24hr</td>
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<td>AIC &quot;Find a Conservator&quot;</td>
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<td><a href="http://www.conservation-us.org">http://www.conservation-us.org</a></td>
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<td>Margaret Geiss-Mooney</td>
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<td><strong>Risk Manager</strong></td>
<td>Office 707/763-8964</td>
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<tr>
<td><strong>Insurance Contact / Agent</strong></td>
<td><a href="mailto:meg@textileconservator.com">meg@textileconservator.com</a></td>
</tr>
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<td><strong>Public Relations Officer</strong></td>
<td><strong>Conservator Photography/ Disaster Recovery</strong></td>
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<td><strong>Information Technology Officer / IT</strong></td>
<td>Thomas Portue</td>
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<td><strong>Curator of Collections</strong></td>
<td>925/938-3900</td>
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<td><strong>Emergency Manager</strong></td>
<td><a href="mailto:botpure@yahoo.com">botpure@yahoo.com</a></td>
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<tr>
<td><strong>Financial Services / Accountant</strong></td>
<td><strong>Consortium of California Museums</strong></td>
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<td>State Librarian’s Office</td>
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<td>General Information 916-653-6624</td>
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<td><strong>Risk Manager</strong></td>
<td><strong>California Preservation Program</strong></td>
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<tr>
<td><strong>Insurance Contact / Agent</strong></td>
<td>Julie Page/Barclay Ogden</td>
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<tr>
<td><strong>Public Relations Officer</strong></td>
<td>888-905-7737 (emergencies) <a href="mailto:info@calpreservation.org">info@calpreservation.org</a></td>
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<td><strong>Information Technology Officer / IT</strong></td>
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<td><strong>Curator of Collections</strong></td>
<td><strong>Balboa Art Conservation Center</strong></td>
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<td>WRFSO Kara West</td>
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<td><strong>Financial Services / Accountant</strong></td>
<td>619-236-9702</td>
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<td><strong>Facilities / Building Manager</strong></td>
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<tr>
<td><strong>Environmental Health &amp; Safety</strong></td>
<td>General Information 916-653-6624</td>
</tr>
<tr>
<td><strong>Janitorial Services</strong></td>
<td><strong>California Association of Museums</strong></td>
</tr>
<tr>
<td><strong>INSTITUTIONAL CONTACTS</strong></td>
<td>831-471-9970</td>
</tr>
<tr>
<td><strong>Museums Administrator</strong></td>
<td><strong>California State Libraries</strong></td>
</tr>
<tr>
<td><strong>Risk Manager</strong></td>
<td>State Librarian’s Office</td>
</tr>
<tr>
<td><strong>Insurance Contact / Agent</strong></td>
<td>916-654-0174</td>
</tr>
<tr>
<td><strong>Public Relations Officer</strong></td>
<td><strong>California State Archives</strong></td>
</tr>
<tr>
<td><strong>Information Technology Officer / IT</strong></td>
<td>General Information 916-653-7715</td>
</tr>
<tr>
<td><strong>Curator of Collections</strong></td>
<td><strong>Contact</strong></td>
</tr>
<tr>
<td><strong>Emergency Manager</strong></td>
<td>Melanie Barton</td>
</tr>
<tr>
<td><strong>Financial Services / Accountant</strong></td>
<td>Office – 889-6504, Home –</td>
</tr>
<tr>
<td><strong>Facilities / Building Manager</strong></td>
<td>Room – 624, Cell –</td>
</tr>
<tr>
<td><strong>Security</strong></td>
<td>Ralph Gibson</td>
</tr>
<tr>
<td><strong>Environmental Health &amp; Safety</strong></td>
<td>Office – 889-6502, Home –</td>
</tr>
<tr>
<td><strong>Janitorial Services</strong></td>
<td>Mary Jane Coon</td>
</tr>
<tr>
<td><strong>INSTITUTIONAL CONTACTS</strong></td>
<td>Office – 889-6500, Home –</td>
</tr>
<tr>
<td><strong>Museums Administrator</strong></td>
<td>Tom Reinke</td>
</tr>
<tr>
<td><strong>Risk Manager</strong></td>
<td>Office – 889-7702, Home –</td>
</tr>
<tr>
<td><strong>Insurance Contact / Agent</strong></td>
<td>Home - 916/780-9631, cell –</td>
</tr>
<tr>
<td><strong>Public Relations Officer</strong></td>
<td>Jason Adair</td>
</tr>
<tr>
<td><strong>Information Technology Officer / IT</strong></td>
<td>Office – 889-7702, Home –</td>
</tr>
<tr>
<td><strong>Curator of Collections</strong></td>
<td>cell - 613-1605</td>
</tr>
<tr>
<td><strong>Emergency Manager</strong></td>
<td>Kasia Woroniecka</td>
</tr>
<tr>
<td><strong>Financial Services / Accountant</strong></td>
<td>Office – 530-889-7705</td>
</tr>
<tr>
<td><strong>Facilities / Building Manager</strong></td>
<td>home / cell</td>
</tr>
<tr>
<td><strong>Security</strong></td>
<td>e-mail: <a href="mailto:kworonie@placer.ca.gov">kworonie@placer.ca.gov</a></td>
</tr>
<tr>
<td><strong>Environmental Health &amp; Safety</strong></td>
<td><strong>Library</strong></td>
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<tr>
<td><strong>Janitorial Services</strong></td>
<td>Virginia Lineberry</td>
</tr>
<tr>
<td><strong>INSTITUTIONAL CONTACTS</strong></td>
<td>Office – 530-889-7705</td>
</tr>
<tr>
<td><strong>Museums Administrator</strong></td>
<td><strong>Library</strong></td>
</tr>
<tr>
<td><strong>Risk Manager</strong></td>
<td>Office – 530-889-7705</td>
</tr>
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</tbody>
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**Webinar 1 of Protecting Your Collections: Writing a Disaster Response Plan**
### Immediate Response and Checklist for Collections Recovery

#### Immediate Response

Notification (as appropriate):
- First Responders
  - Ensure that all staff and visitors are safe and accounted for
- Maintain security of building and collections
- Institutional Contacts
- Building Utilities
- If shared facility, make contact
- Activate the Disaster Plan’s emergency response actions
- Activate the Disaster Team if collection damage
- Follow other Communication steps

#### Water Response

- Stop the source, remove standing water
- Cover collections with plastic sheeting
- Remove materials from water path. Move collections higher on shelves or onto tables/book trucks

#### Assessment

- Ensure through proper authorities that all hazards are cleared before entering building
  - Health & safety first; protect staff
  - Document with photos, videos, notes
  - Assess damage to collections, building, information systems
  - What type of an emergency was it (fire, smoke, chemical, clean water, dirty water, heat, humidity)?
  - What areas are affected?
  - How much of the collection is damaged?
  - What types of materials are damaged?
  - Are critical information systems functional / safe?

#### Communication

- Establish and maintain channels of communication
  - Establish communication with appropriate local & regional emergency management
  - Communicate with staff using the Phone Tree
  - Contact risk manager and insurance agent
  - Contact the public relations officer
  - Contact CPP, Regional Contacts, conservators
  - Contact outside Emergency Recovery Services
  - Confirm funding sources for emergency services as needed
  - Contact regional libraries to ensure continued services to constituents
  - Report status to administration and public
  - Post emergency information and instructions on the institutional website
  - Obtain appropriate permissions to begin salvage (public safety, public health, structural engineer)

#### Collection Salvage

- Salve collections using pre-established Collection Priorities, taking into account access & extent of damage
  - Identify and gather emergency supplies
  - Identify secure, dry location for pack-out and air-drying
  - Recruit staff / volunteers
  - Wear appropriate safety protection
  - Start collection salvage guided by Disaster Plan and collection response protocols, including Collection Priorities

#### Collection Priorities

**First Priority Collections:**
- CMF:
  - Pate Collection (Room C and cabinets AA, BB, CC, DD, EE, GG and HH)
- Archives:
  - Bins 411, 410, 399, Lapp Collection Bins 387A and 386A,
  - Chinese collection (cabinet RR)

**Second Priority Collections:**
- CMF:
  - Assessor’s Maps
  - Maps in rear map room

#### Files / Equipment

- CMF: Accession Registers (7)
- Donor files (metal cabinets)
- Archives:
  - Accession registers

#### SITUATION REPORT

Know these answers when speaking with insurance and Emergency Response
- Who is in charge?
- What is the safety status?
- What has happened and the cause?
- What are the hazards?
- Who discovered and reported the damage?
- What has been done so far?
- Can the staff handle the situation initially?
- Is relocation of some/all of the collection required?
- Who is handling the media?
## Estes Valley (Colorado) Public Library

### BUILDING UTILITIES

- **Elevators**
  - Kone
  - Service #: 877-276-8691
  - Building ID: [Redacted]
  - Equip. #: [Redacted]
- **Security System**
  - Range View Security
- **Structural Engineer**
  - Cornerstone Engineering

### LIBRARY / OTHER CONTACTS

- **Public Relations Officer**
  - Claudine Peraulat- 586-8116 x811
  - Kurtis Kelly- 586-8116 x814
   - Crisis Counseling
  - Estes Valley Victim Advocates
  - 577-9781
- **OFF-SITE ASSISTANCE & RECOVERY SERVICES**
  - **City Emergency Management**
    - 586-4000
    - [http://townofestesparkblogspot.com](http://townofestesparkblogspot.com)
  - **County Emergency Management**
    - Erik Nilsson- 970-498-5310
    - 24 hr contact- 970-416-1985
    - [http://larimer.org/sheriff/emerg.htm](http://larimer.org/sheriff/emerg.htm)
  - **County Health Department**
    - Diane Lunde
    - [http://larimer.org/health](http://larimer.org/health)
  - **Red Cross**
    - 120 Saturn Dr., Ft Collins, CO 80525
    - 970-226-5728
    - Fax: 970-226-2839
  - **FEMA**
    - 800-621-FEMA
    - [http://www.fEMA.gov](http://www.fEMA.gov)
  - **Environment & Historic Preservation**
    - Region VIII
    - Location: 303-235-4714
    - Steven.hardegen@dhs.gov
  - **Co State Emergency Resources list**
    - [www.srmarchivists.org](http://www.srmarchivists.org)
  - **CONSERVATOR**
    - **American Institute for Conservation**
      - [http://www.conservation-us.org](http://www.conservation-us.org)
    - **AIC-CERT**
      - 202-661-8068
    - **Data Recovery Service**
      - [http://www.datarecovery.com](http://www.datarecovery.com)
      - [1-800-457-3473](http://www.datarecovery.com)
  - **Commercial Recovery Service**
    - [1-800-457-3473](http://www.datarecovery.com)
  - **Data Recovery Service**
    - [1-800-457-3473](http://www.datarecovery.com)

### FIRST STEPS

- **PERSONAL SAFETY SUPERSEDES COLLECTIONS!**
  - FLOODING OR WATER
    - Cover collections and shelves with plastic
    - Notify DRTL and BSEC
    - If possible, remove wet and at-risk material from flooded area
    - DO NOT try to open wet books.
  - FIRE or VISIBLE SMOKE
    - Call the fire dept. @ 911, provide the following information: exact location of fire (i.e. building, floor, room, etc.); your name and telephone number
    - If the fire is small and contained use the nearest fire extinguisher and thoroughly extinguish fire, then notify the BSEC
    - If in doubt about your ability to extinguish the fire leave the area and follow emergency evacuation procedures for your area
  - For larger, more threatening fires:
    - Follow the above procedures and
    - Activate the Staff Phone Tree: Kieran Rowser- 586-8116 x820;
    - DO NOT USE ELEVATORS when evacuating the building

### STAFF PHONE TREE

- **Human Resources**
  - Kieran Rowser
  - 586-8116 x820

### LOCATE RED EMERGENCY RESPONSE BINDER

- **Library**: Kieran’s Desk
- **Outside Library**: Kieran Rowser
- **Home**: If Kieran is out of town, contact Kathleen Kase

---

Print on 8 1/2” x 14” paper. Trim on outside lines to 12 1/2” x 6 1/2”, fold on vertical lines like an accordion, then fold in half (bringing short sides together) so that final folded document measures 2 1/4” x 3 1/2”. Insert in PReP™ Tyvek® envelope for protection, available from CoSA [http://www.statearchivists.org/prepare](http://www.statearchivists.org/prepare) © 2006 Council of State Archivists (CoSA). Adapted by WESTPAS.
Estes Valley (Colorado) Public Library

**SIDE B (Actions). Use this side to provide step-by-step instructions for library and affiliated personnel who will respond to a disaster affecting your own institution. Ideally, steps should already be defined in the library disaster plan. This document is NOT intended to be a substitute for a comprehensive emergency plan. Instead, it should distill the most important tasks to be taken in the first minutes and hours after an event occurs that affects collections, especially those that occur when staff members are away from their offices.**

### Disaster Response Team Duties

<table>
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<tr>
<th>Date: 11-15-12</th>
</tr>
</thead>
</table>

**Disaster Response Team Leader**
- **DRTL** (Peggy Moore)**
  - Notifies and maintains communication with DR Team members;
  - Defines goals and outlines response plan;
  - Manages overall recovery and salvage operation;
  - Assesses and records damage with the Assessment & Documentation Coordinators;
  - Informs AFC and CML of required resources, including human;
  - Trains and supervises Disaster Team and workers;
  - Receives reports from other team members;
  - Assembles information needed for insurance claims;
  - Prepares final report.

**Building Supervisor for Emergency Conditions** (BSEC) (Kieran Rowser)
- Sets up the command center and work space for recovery;
- Talks library staff and volunteers where to report on the advice of the Disaster Response Team Leader;
- Is responsible for all transportation and relocation activities;
- Makes any necessary arrangements to move books from the disaster site;
- Arranges for transportation and moving equipment;

**Response Liaison / Public Relations** (RLPR) (Claudine Perraault)
- Communicates with local & regional emergency management;
- Contacts outside Emergency Recovery Services - WESTPAS;
- Serves as source of all public information on the disaster;
- Deals with media inquiries and arranges media announcements;
- Issues written report to the staff;
- Contacts regional libraries to ensure continued services to constituents;
- Receives reports from the DRTL;
- Decides on resumption of Library services;
- Acknowledges and thanks people who have participated in the recovery.

**Assessment Coordinators** (AC) (Melanie Kozlowski & Cheryl Homan-Weinstein)
- Ensure through proper authorities that all hazards are cleared before entering the building;
- Damages assess damage using the Collections Assessment Form, specifically;
- Assesses damage to collections, building (w/Kieran), & information systems (w/Mark).

**Documentation & Pack-Out & Relocation Coordinators** (DCPO) (Kathleen Kase & Wendy Corcoran) (Kieran Rowser)
- Photographs extent of damage to building, furniture, art, collections, and electronic equipment as part of the initial damage assessment;
- Provides photographic record of the recovery, salvage, rehabilitation process, with attention to recording unsalvageable materials;
- Tracks the subjects, dates and times of photographs for reports and/or insurance claims;
- Trains employees and volunteers in packing boxes;
- Keeps record of materials moved to other sites;
- Prepares written report of the pack-out activities;
- Organizes the orderly return of materials to approved shelving.

**Collections Representative** (Melanie Kozlowski & Peggy Moore)
- Assesses damage to collections, building (w/Kieran), & information systems (w/Mark).

**Health & Safety and Supplies and Equipment Coordinators** (HS/SE) (Kerry Aiken & Laura Trump)
- Provides photographic record of damaged or destroyed materials;
- Receives available in-house supplies and transports them to the disaster site;
- Coordinates with other team members to assess the need for additional supplies and equipment;
- Advises AFC on the need to purchase supplies and equipment;
- Coordinates with AFC on contacting outside agencies for services and supplies;
- Monitors supply needs throughout the recovery stage;
- Arranges food and drink and sets up food area.

**Key to Abbreviations for titles:**
- AC – Assessment Coordinators
- AFC – Admin. Financial Coordinator
- BSEC – Building Supervisor for Emergency Conditions
- CR – Collections Representatives
- DCPO – Documentation Coordinators
- DRTL – Disaster Response Team Leader
- HS/SE – Supplies & Equipment Coordinators
- PO – Pack-Out & Relocation Coordinators
- RLPR – Response Liaison & Public Relations

**Print on 8 ½” x 14” paper. Trim on outside lines to 12½” x 6½”, fold on vertical lines like an accordion, then fold in half (bringing short sides together) so that final folded document measures 2½” x 3½”.

INSTITUTIONAL CONTACTS

Fresno Central Library
2420 Mariposa St • 93721
Pocket Response Plan for Collections
Date revised: June 1, 2012

For EMERGENCIES, dial 9-1-1

INSTITUTIONAL CONTACTS (cont’d)

H.R., Risk Manager, & Personal Injury
Cindy.Freeland@fresnolibrary.org
W: x6233 H: C: F: HELP51@comcast.net

Public Information Officer
Roberta.Barton@fresnolibrary.org
W: x9274 C: R:4@yahoo.com

Information Technology Analyst
Rick.Xiong@fresnolibrary.org
W: x6262 T: 55@yahoo.com

Security
Jerry Morris
W: x6785 H: 24/7: 452-7102

Environmental Health & Safety
W: x3357

Insurance Contact / Agent
Greg Borboa
W: x1850 C: 

Team Leaders
Eric Shardlow
Lisa Eckman

Member 1
Nance.Espinosa@fresnolibrary.org
W: x6269 H: C: E: b@att.net

Member 2
Chris.Her@fresnolibrary.org
W: x6244 H: C: e@att.net

Member 3
Melissa.Scruggins@fresnolibrary.org
W: x6231 C: M:1@yahoo.com

EMERGENCY RECOVERY SERVICES
Listed on back side

BUILDING UTILITIES

Fire Suppression & Fire Sprinklers
Fresno Fire Department
621-4199

Water – Potable
Fresno County Public Health Dept
x3200

Plumbing
Fresno County Facility Services
x7242

Gas & Electricity
Pacific Gas & Electric
(800) 743-5002

Telephone System
Fresno County Communications
x8892

Elevators
Thyssen Krupp
(800) 664-5438

Security System (Intrusion & Fire Alarms)
Valley Security & Alarm
495-3070

FIRST RESPONDERS

Fire Department
621-4199

Emergency Medical / Ambulance
443-5900

Sheriff’s Office
911 / 488-3939 (Non-emergency)

City Emergency Management
621-8000

County Emergency Management
x3357

State Office of Emergency Services
CalEMA  916-845-8510

Health Department
x3200

Red Cross
455-1000

3rd FLOOR

FLOOR PLANS (con’t)

SYMBOLS

FLOOR PLANS

BASEMENT
## Immediate Response and Checklist for Collections Recovery

### ASSESSMENT
Ensure through proper authorities that all hazards are cleared before entering building
- Health & safety first; protect staff
- Document with photos, videos, notes
- Assess damage to collections, building, information systems
- What type of an emergency was it (fire, smoke, chemical, clean water, dirty water, heat, humidity)?
- What areas are affected?
- How much of the collection is damaged?
- What types of materials are damaged?
- Are critical information systems functional / safe?

### WATER RESPONSE
- Stop the source, remove standing water
- Cover collections with plastic sheeting
- Remove materials from water path. Move collections higher on shelves or onto tables/book trucks

### COMMUNICATION
Establish and maintain channels of communication
- Establish communication with appropriate local & regional emergency management
- Communicate with staff using the Phone Tree
- Contact risk manager and insurance agent
- Contact the public relations officer
- Contact CPP, Regional Contacts, conservators
- Contact outside Emergency Recovery Services
- Confirm funding sources for emergency services as needed
- Contact regional libraries to ensure continued services to constituents
- Report status to administration and public
- Post emergency information and instructions on the institutional website
- Obtain appropriate permissions to begin salvage (public safety, public health, structural engineer)

### COLLECTION SALVAGE
Salvage collections using pre-established Collection Priorities, taking into account access & extent of damage
- Identify and gather emergency supplies
- Identify secure, dry location for pack-out and air-drying
- Recruit staff / volunteers
- Wear appropriate safety protection
- Start collection salvage guided by Disaster Plan and collection response protocols, including Collection Priorities

### WATER RESPONSE
- Organize staff / volunteers to load priority materials into freezer based on material type
- Organize staff / volunteers to air-dry materials that should not be frozen

### EMERGENCY RECOVERY SERVICES
- California Preservation Program
  - Julie Page / Barclay Ogden
  - 888-905-7737 (emergencies)
  - info@calpreservation.org
- Belfor Property Restoration
  - Brian McGrath, Sales Representative
  - 888-636-0760 C: 559-269-1346
  - Water extraction
  - Structural Dehumidification, Cleaning, & Decontamination
  - Mold Remediation
  - Contents & Electronic Restoration
  - Book & Document Recovery
- Emergency Power

### COLLECTION PRIORITIES
First Priority Collections:
- William Saroyan Collection
  - CA Room, across from windows
- Rare Book Collection
  - In compact shelving, Gov Docs area, NW corner of basement
- “Vault” Contents
  - Basement, west wall, next to staircase

Second Priority Collections:
- Newspapers, BOS minutes, Library Archives & Directories
  - Basement, SW corner
- State Mineralogist Reports
  - Basement, Gov Docs area (blue shelves)
- Files/Equipment:
  - Personnel Records
    - Business Office, near receptionist desk
  - Kitty Hawk Room Equipment
    - Rack-mount servers

Other:
- Microfilm Holdings
  - CA Room, media area
- Interlibrary Loan Materials
  - Circulation Office
- Loaned Artwork
  - 1st floor foyer

### REGIONAL CONTACTS
- FEMA Disaster Assistance
  - 800-621-FEMA
- Environment & Historic Preservation (Region IX)
  - 510-627-7027

### MAJOR DISASTERS: INCIDENT COMMAND SYSTEM
- ICS authority structure:
  - Incident Commander: Responsible for overall management of the incident
  - Public Information Officer: Responsible for communication with media/public
  - Safety Officer: Monitors safety of the incident in regards to both the facility and the responders
  - Liaison Officer: Coordinates with representatives of cooperating agencies
  - Planning Section Chief: Prepares Incident Action Plan (IAP) to respond to the event
  - Operations Section Chief: Ensures that the IAP is enacted
  - Logistics Section Chief: Responsible for all support needs to enact the IAP
  - Finance/Administration Section Chief: Manages all financial aspects of the incident

### SITUATION REPORT
Know these answers when speaking with insurance and Emergency Response
- Who is in charge?
- What is the safety status?
- What has happened and the cause?
- What are the hazards?
- Who discovered and reported the damage?
- What has been done so far?
- Can the staff handle the situation initially?
- Is relocation of some/all of the collection required?
- Who is handling the media?
Fresno County (California) Public Library – Branch template

CONFIDENTIAL

[Your Branch Name] Library

Address + Phone #

Pocket Response Plan for Collections

Date revised: [Date]

For EMERGENCIES, dial 9-1-1

INSTITUTIONAL CONTACTS

County Librarian
Laurel.Prysiazny@fresnolibrary.org
W: 600-6237 H: 600-6298 C: 600-6262
L: L.Prysiazny@gmail.com

Associate County Librarian
Kelley.Worman@fresnolibrary.org
W: 600-6237 H: 600-6298 C: 600-6262
L: Kelley.Worman@gmail.com

Business Manager
Steve.Nitta@fresnolibrary.org
W: 600-6235 H: 600-6298 C: 600-6250
L: S.Nitta@gmail.com

Branch Services Manager
Terry.Sterling@fresnolibrary.org
W: 600-6264 H: 600-6298 C: 600-6262
L: T.Sterling@gmail.com

Your Cluster Name] Supervisor
[First] [Last] @fresnolibrary.org
W: [Work #] H: [Home #] C: [Cell #]
[Personal Email Address]

Facilities Coordinator
David.Chavez@fresnolibrary.org
W: 600-6246 H: 600-6250 C: 600-6262
L: D.Chavez@gmail.com

Janitorial Services: Lori Jacobsen
W: 600-6245

Librarian-in-Charge, Central Library
(Nights/weeksends)
Info Services Dept, librarian on duty
During Central hrs: 600-6719
Before Central opens: 600-6298

INSTITUTIONAL CONTACTS (cont’t)

Landlord (if available)
[Name] W: [Work #] H: [Home #] C: [Cell #]

Adjacent Building Occupant (if available)
[Name] W: [Work #] H: [Home #] C: [Cell #]

Mending & Conservator
Eric.Shardlow@fresnolibrary.org
W: x6275 H: 600-6262 C: 600-6262
L: e.shardlow@fresnolibrary.org

H.R., Risk Manager, & Personal Injury
Cindy.Freeland@fresnolibrary.org
W: x6233 H: 600-6262 C: 600-6262
L: C.Freeland@fresnolibrary.org

Public Information Officer
Roberta.Barton@fresnolibrary.org
W: x6262 H: 600-6262 C: 600-6262
L: R.Barton@fresnolibrary.org

Information Technology Analyst
Rick.Xiong@fresnolibrary.org
W: x6262 H: 600-6262 C: 600-6262
L: T.xiong2@yahoo.com

INSTITUTIONAL CONTACTS (cont’t)

DISASTER TEAM

Team Leaders
[Co-Captain 1] [Co-Captain 2]

Member 1
[First] [Last] @fresnolibrary.org
W: [Work #] H: [Home #] C: [Cell #]
[Personal Email Address]

Member 2
[First] [Last] @fresnolibrary.org
W: [Work #] H: [Home #] C: [Cell #]
[Personal Email Address]

Member 3
[First] [Last] @fresnolibrary.org
W: [Work #] H: [Home #] C: [Cell #]
[Personal Email Address]

BUILDING UTILITIES

Fire Suppression & Fire Sprinklers
Your Fire Dept Name
Fire Dept Phone #

Water – Potable
Fresno Co. Public Health Dept
600-3200

Plumbing
Fresno Co. Facility Services
600-7242

Gas & Electricity
Your Utilities Provider
Utilities Phone #

Telephone System
Fresno Co. Communications
600-5892

Security System (If available)
Monitoring Co. Name
Security System Monitor Phone #

Environmental Health & Safety
Fresno Co. Environmental Health
600-3357

Insurance Contact / Agent
Greg Borboa
W: 600-1850 H: 616-4717

EMERGENCY RECOVERY SERVICES

California Preservation Program
Julie Page / Barclay Ogdin
888-905-7737 (emergencies)
info@calpreservation.org

Belfor Property Restoration
Brian McGrath, Sales Representative
W: 661-636-0760 C: 559-269-1346

600-3200

Fresno Co. Emergency Management 600-3357

Central Valley Red Cross
455-1000

FIRST RESPONDERS

Fresno Co. Security
Jerry Morris, Chief of Security
W: 600-6785 C: 477-7102

Fire Department
Fire Dept Phone #

Emergency Medical / Ambulance
Emerg. Medical #

Sheriff’s Office
488-3111 (Non-emergency)

Local Police Dept
[P.D. Phone #] (Non-emergency)

City Emergency Management
City Emerg. Mgmt #

Fresno Co. Emergency Management 600-3357

State Office of Emergency Services
CalEMA 916-845-8510

Fresno Co. Health Department
600-3200

Regional Contacts

California State Library
State Librarian’s Office 916-654-0174

California State Archives
General Information 916-653-7715

FEMA Disaster Assistance 800-621-FEMA

Environment & Historic Preservation (Region IX) 510-627-7027

REGIONAL CONTACTS

FLOOR PLANS

Insert your floor plan drawings here. You should also include the locations of the following items below (Hint: Use color-coded shapes/symbols and identify them with a legend).

- Fire Extinguishers
- Fire Alarm Pull Boxes
- Fire Hoses
- Alarm Panels
- First-Aid Kits
- Utility shutoff valves/panels for:
  - Water
  - Gas
  - Fire Sprinklers
  - Electricity
  - HVAC
- Emergency Exits
- Designated Evacuation Area & Procedures
- High-priority collections for salvaging (you may want to upload photos of them for quicker identification)
**Immediate Response and Checklist for Collections Recovery**

### IMMEDIATE RESPONSE
**Notification (as appropriate):**
- First Responders
- Ensure that all staff and visitors are safe and accounted for
- Maintain security of building and collections
- Institutional Contacts
- Building Utilities
- If shared facility, make contact
- Activate the Disaster Plan’s emergency response actions
- Activate the Disaster Team if collection damage
- Follow other Communication steps

### WATER RESPONSE
- Stop the source, remove standing water
- Cover collections with plastic sheeting
- Remove materials from water path. Move collections higher on shelves or onto tables/book trucks

### ASSESSMENT
**Ensure through proper authorities that all hazards are cleared before entering building:**
- Health & safety first; protect staff
- Document with photos, videos, notes
- Assess damage to collections, building, information systems
- What type of an emergency was it (fire, smoke, chemical, clean water, dirty water, heat, humidity)?
- What areas are affected?
- How much of the collection is damaged?
- What types of materials are damaged?
- Are critical information systems functional / safe?

### WATER RESPONSE
**Identify materials needing immediate salvage action (coated paper, leather bindings, unstable inks, artwork, film, etc.):**
- Stabilize the environment (cool, dry, circulating air optimal)

### WATER RESPONSE
**Salvage collections using pre-established Collection Priorities, taking into account access & extent of damage:**
- Identify and gather emergency supplies
- Identify secure, dry location for pack-out and air-drying
- Recruit staff / volunteers
- Wear appropriate safety protection
- Start collection salvage guided by Disaster Plan and collection response protocols, including Collection Priorities

### COLLECTION PRIORITIES
**First Priority Collections:**
- [1st Priority Coll. #1] Location
- [1st Priority Coll. #2] Location
- [1st Priority Coll. #3] Location

**Second Priority Collections:**
- [2nd Priority Coll. #1] Location
- [2nd Priority Coll. #2] Location
- [2nd Priority Coll. #3] Location

**Files/Equipment:**
- [High Priority Files | Equipment #1] Location
- [High Priority Files | Equipment #2] Location
- [High Priority Files | Equipment #3] Location
- [Other Priority Coll. #1] Location
- [Other Priority Coll. #2] Location
- [Other Priority Coll. #3] Location

**SITUATION REPORT**
Know these answers when speaking with insurance and Emergency Response
--Who is in charge?
--What is the safety status?
--What has happened and the cause?
--What are the hazards?
--Who discovered and reported the damage?
--What has been done so far?
--Can the staff handle the situation initially?
--Is relocation of some/all of the collection required?
--Who is handling the media?
Protecting Your Collections: Writing a Disaster Response Plan

Webinar 1 of
Protecting Your Collections: Writing a Disaster Response Plan

March 5, 2013

Webinar 1: Response: One Facet of the Emergency Management Cycle

University of California Berkeley Library

UC Berkeley Library
Emergency Contacts
rev. Dec 2010

MEDICAL/FIRE/POLICE from a land line, call 911 from a cell, call 643-3333

Urgent Care
Tang Center 2222 Bancroft 8-6p M-F, Sat 9-4:30p
If Tang is closed, then go to Urgent Care Center
Alta Bates
2450 Ashby Ave
@Telegraph and Regent
204-4444

Administration
642-3773
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx

Building/Campus Utilities
Custodial Services 642-1032
Electricity 642-1032
Elevators 642-1032
Environment Health & Safety (EH&S) - office hours 642-3073 - after hours @ UCPD 642-6760
Fire Suppression Maint. 642-1032
Fire Marshall
Daryl Shy 642-9529
Amy Chen (Deputy) 643-8576
Gas leaks/shutoff 642-1032
Pest Management 642-0878
Margaret Hurbert
Plumber 642-1032
Police (UC, non emergency) 642-6760
Telephone issues 642-8500 - during work hours push #1, 1, 9 - nights/weekends push #1, 1, 9

Library Services
Systems
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
Library Services
Security
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
(c) 206-4029
South Doe entrance security desk 643-9296 & 643-3402
North Doe entrance security desk 643-2013
Moffitt security 643-2229
Library Security Patrol 24hr cell

Collection Salvage
Conservation Treatment Division 642-8843 M-F 8-5p
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx

Unit Heads/Building Alternates
Art History
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
Bancroft
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
BioSciences
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
Chemistry
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
Earth Science & Map
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
East Asian
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
Education/Psychology
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx
Engineering
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx

Affiliated Libraries
CED Visual Resource Center
Staff member (o) xxx-xxxx (h) xxx-xxxx (c) xxx-xxxx

PReP UCB example 8mar11.doc
University of California Berkeley Library

Has Physical Plant-Campus Services been called for help? (642-1032)

Water emergency instructions

rev. Dec 2010

1. ASK THESE QUESTIONS:
   (write the answers)

Caller and phone number?

Location of emergency?

Nature and scale of problem? (Standing water? Leak?)

Source of the problem?

Has Physical Plant-Campus Services been called for help? (642-1032)

2 CALL THE FOLLOWING
   (if not called already):

1. Physical Plant –Campus Services (PP-CS)
   Floods, Water leaks, Spills
   642-1032 (24 hrs)
   If non-potable, notify EH&S as well
   642-3073

2. Preservation 642-8843 M-F 8-5p
   After hours, call until you reach one of the following
   PRES staff:
   Staff member (o) xxx-xxxx
   (h) xxx-xxxx (c) xxx-xxxx
   Staff member (o) xxx-xxxx
   (h) xxx-xxxx (c) xxx-xxxx
   Staff member (o) xxx-xxxx
   (h) xxx-xxxx (c) xxx-xxxx
   Staff member (o) xxx-xxxx
   (h) xxx-xxxx (c) xxx-xxxx

3. Library unit head
   (See other side for directory)

4. Security (Doe/Moffitt):
   (See other side for directory)

5. Appropriate ADMIN member
   (See other side for directory)

3. IF/WHEN ONSITE:
   DO NOT ALLOW STAFF TO WORK IN STANDING WATER WHICH MAY HAVE MADE CONTACT WITH WIRING AND MAY STILL BE ELECTRICITY!
   a. Get a copy of the UCB Library Collections Salvage Plan and follow instructions in Section II. IMMEDIATE RESPONSE TO WATER EMERGENCY.
   i. Guide PP-CS clean-up as needed.
   ii. If the emergency appears to be beyond our response capacity, call Campus Risk Management, Staff member (o) xxx-xxxx
   (h) xxx-xxxx (c) xxx-xxxx
   who will dispatch a commercial disaster recovery company to assist with collection salvage.
   iii. If a chemical or sewage may be present in the water notify Environmental Health and Safety. During the day call 642-3073, after hours from a land line call 911, from a cell phone call 642-3333.
   iv. Ask PP-CS to turn off the heat supply to the building and turn up the air conditioning to full capacity. By lowering the temperature, the growth of mold will be slowed and by using the full capacity of the air conditioning to dehumidify, the rate of drying will be increased.
   v. If you have reached someone in PRES to assume responsibility for collection salvage: STOP here. If you have not reached Pres staff, then proceed with instructions in the Salvage Plan (red binder part III [procedures for salvage]).

4. LIAISON (will be assumed by PRES)

5. Collect information:
   i. Date and time event started
   ii. Date and time event ended
   iii. Contact name: Jason Dreisbach cell 642-3073
   iv. Name:  David Konecny
   Alternate: NorCal Trucking 643-6262
   Freezer Storage & Blast Freezing:
   Contact name: Jason Dreisbach cell 642-3333
   Refrigerated Trucking Service
   Contact name: Tasha Dowdakin
   American Technologies, Inc.
   1-800-400-9353
   Beltor
   (plus document recovery)