**Protecting Your Collections**

**WRITING A DISASTER RESPONSE PLAN**

**PART 3: ACTION STEPS**

**JULIE PAGE – WESTPAS**

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**Pocket Response Plan (PReP)™**

**SIDE B: ACTIONS**

- Immediate Response
- Assessment
- Communication
- Collection Salvage
- Collection Priorities
- Incident Command System

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**PReP Side B: Actions**

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Webinar 3: PReP™ Side B: Action Steps

**PReP Side B: Actions**

- Immediate Response
- Assessment
- Communication
- Water Response

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**Assessment**

**Appendix 6**

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**Appendix 6: Assessment Form**

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### PReP Side B: Actions

- **Immediate Response**
- **Assessment**
- **Communication**
- **Water Response**

#### Immediate Response

1. **Immediate Response**
   - Ensure power is kept on.
   - Keep temperature controlled.
   - Evacuate or repair to prevent damage.
   - Never use water on fire.

#### Assessment

1. **Assessment**
   - Check for water damage.
   - Inspect structural damage.
   - Assess for hazardous materials.
   - Identify areas for repair.

#### Communication

1. **Communication**
   - Notify management.
   - Coordinate with emergency services.
   - Update stakeholders.
   - Provide regular updates.

#### Water Response

1. **Water Response**
   - Drain water from buildings.
   - Use water to control fire.
   - Use water to protect valuable items.
   - Use water to prevent spread of fire.

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**PReP Side B: Actions**

1. **Evacuation site**
   - Ensure power is kept on.
   - Keep temperature controlled.
   - Evacuate or repair to prevent damage.
   - Never use water on fire.

**PReP Side B: Actions**

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**PReP Side B: Actions**

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## Appendix 7: Collection Salvage Priorities

### Salvage Priorities - Collections

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Assessment No. (Item/Category)</th>
<th>Location</th>
<th>Material Type</th>
<th>Date</th>
<th>Notes (including security info, comments, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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### Salvage Priorities - Bibliographic Records

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Records</th>
<th>Location</th>
<th>Format</th>
<th>Date</th>
<th>Notes (including security info, comments, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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<td></td>
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### Salvage Priorities - Administrative Records

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Assessment No. (Item/Category)</th>
<th>Location</th>
<th>Material Type</th>
<th>Date</th>
<th>Notes (including security info, comments, etc.)</th>
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<td>3</td>
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</tbody>
</table>

### Salvage Priorities - Equipment / Other

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Type</th>
<th>Notes (including security info, comments, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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<tr>
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<td></td>
<td></td>
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<tr>
<td>3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Incident Command System

Emergency Responders

What hinders disaster preparedness?

- psychologically difficult
- overwhelming nature
- “it can’t happen to us”
- financial/personnel resources
- not a priority
- lack of administrative support
Preparedness makes good sense ...

- Helps to minimize damage
- Expedites response & recovery
- Saves time, trouble & expense
- Replaces chaos with thoughtful response & recovery
- Allows for prompt resumption of service
Appendix 6

From the Field Guide to Emergency Response

Field Guide Assessment Form

(Photocopy this form before using.)

Date _________________________  Time ____________________ am   pm

Name _____________________________ Affiliation ______________________________ Other participants ______________________________ ____________

Assessor/Inspector:  ❑ Conservator  ❑ Volunteer  ❑ Staff member  ❑ Other ______________________________

Page(s) 1 of _______  Attachments:  ❑ Sketches  ❑ Documents  ❑ Images  ❑ Other _________________________________________________

Assessor Contact Information
Street address ______________________________________________________
City/State/Zip _____________________________________________________
Phone ___________________ E-mail __________________________________

Assessment Location
Site location ______________________________________________________
City ______________________ County ________________ State _________

Jurisdictional Information
(If known; leave blank if not sure. Name of agency, institution, or individual that currently owns or administers the collection and is responsible for its long-term care)
Owner/Administrator ___________________________________________________________________________________________________________ ______
Contact ______________________________________________________
Department/Division _________________________________________________
Street address __________________________________________________
City/State/Zip _________________________________________________
Telephone ___________________ E-mail __________________________________

Initial Situation Survey
What type of emergency is it? ______________________________________________________________________
Is it still happening?  Yes ❑  No ❑
What is the nature (e.g., water, fire, structural dirt/debris) and extent of damage? ______________________________________________________________________
Where is the damage (e.g., room, furniture, collection)? ______________________________________________________________________
Can the staff handle the situation initially?  Yes ❑  No ❑  Who is in charge? ______________________________________________________________________
Is it safe to enter?  Yes ❑  No ❑  If no, what needs to be done to make it safe? ______________________________________________________________________
Who discovered/reported damage? ______________________________________________________________________ How long has the collection been damaged? ______________________________________________________________________
What has been done so far? ______________________________________________________________________
What is the security status? ______________________________________________________________________
Does anything need to be done to clean and/or secure the area before attending to the collection? ______________________________________________________________________

Other notes _________________________________________________________________________________________________________________________

(Photocopy this form before using.)

Webinar 3 of
Protecting Your Collections Writing a Disaster Response Plan

March 12, 2013  Webinar 3 of
Protecting Your Collections Writing a Disaster Response Plan
## Rapid Collections Assessment

<table>
<thead>
<tr>
<th>Material</th>
<th># objects damaged</th>
<th>% collections damaged</th>
<th>Nature/severity (use key below)</th>
<th>Treatment needed?</th>
<th>Curatorial Priority</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example: Books</td>
<td>1,037</td>
<td>~5%</td>
<td>A1, B3, K2, L2</td>
<td>yes</td>
<td>no</td>
<td>yes</td>
</tr>
<tr>
<td>Books</td>
<td></td>
<td></td>
<td></td>
<td>urgent</td>
<td>1 2 3</td>
<td>many books okay; some need urgent care</td>
</tr>
<tr>
<td>Paper</td>
<td></td>
<td></td>
<td></td>
<td>yes</td>
<td>no</td>
<td>urgent</td>
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<tr>
<td>Photos</td>
<td></td>
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<td>urgent</td>
</tr>
<tr>
<td>Film</td>
<td></td>
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<td>yes</td>
<td>no</td>
<td>urgent</td>
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<tr>
<td>Magnetic media</td>
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<td></td>
<td></td>
<td>yes</td>
<td>no</td>
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<td></td>
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<td>no</td>
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<td>no</td>
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<td>no</td>
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<tr>
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<td></td>
<td></td>
<td>yes</td>
<td>no</td>
<td>urgent</td>
</tr>
<tr>
<td>Metal</td>
<td></td>
<td></td>
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<td>yes</td>
<td>no</td>
<td>urgent</td>
</tr>
<tr>
<td>Ceramic</td>
<td></td>
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<td>yes</td>
<td>no</td>
<td>urgent</td>
</tr>
<tr>
<td>Glass</td>
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<td>yes</td>
<td>no</td>
<td>urgent</td>
</tr>
<tr>
<td>Furniture</td>
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<td>yes</td>
<td>no</td>
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<tr>
<td>Textile</td>
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<td>Paintings</td>
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<td></td>
<td>yes</td>
<td>no</td>
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<tr>
<td>Other:</td>
<td></td>
<td></td>
<td></td>
<td>yes</td>
<td>no</td>
<td>urgent</td>
</tr>
</tbody>
</table>

### Nature of Damage:

A) Water damage  E) Cracks, splits, breaks or holes  I) Fire damage  M) Other: ________________________________  1) Severe
B) Mold  F) Losses  J) Discoloration  2) Moderate
C) Corrosion  G) Peeling, flaking or tenting paint  K) Loose pieces  3) Minor
D) Structural damage  H) Delamination  L) Tears

### Are collections in jeopardy of further damage?

Yes [ ] No [ ] If yes, what needs to be done to prevent further damage? _____________________________________

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From the *Field Guide to Emergency Response*
### Salvage Priorities - Collections
Listed below are those portions of the collection to which salvage priorities have been assigned.

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Accession No./Call No./Collection</th>
<th>Location</th>
<th>Material Type</th>
<th>Size</th>
<th>Notes (including security info, consultants, etc.)</th>
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### Salvage Priorities - Bibliographic Records
Listed below are the priorities for salvaging bibliographic/inventory records necessary to reestablish the integrity of the collection.

<table>
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Salvage Priorities - Administrative Records

Listed below are the priorities for salvaging administrative records that are vital to recovery operations, including personnel records.

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<th>Priority Level</th>
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GUIDELINES FOR ESTABLISHING SALVAGE PRIORITIES

The collection priorities list is meant to be a guide. Consider the circumstances and limiting factors (access to materials, extent of damage, time, availability of resources, etc.) that may require deviations from the plan.

1. Assemble an appropriate team to establish salvage priorities. Knowledge of the collection is essential as are the administrative requirements for business continuity. The team must reach a consensus before a disaster. Lack of an action plan will result in a lack of direction, ultimately resulting in wasted time and the very real possibility of collection loss.

2. Develop criteria from which prioritization will be determined. There are a few guidelines available to facilitate this thought process. See below for an example of established criteria.

3. Make a list and discuss items that meet the criteria. Don't try to prioritize item by item; do it by groups of materials. These are decisions that will be highly individual to each institution. A library might use subject areas or call numbers; an archives use record groups; and a museum use material groupings.

Established Criteria

Heritage Preservation’s Field Guide to Emergency Response guidelines:

Decide which objects, collections, and records are vital to your organization. These should be the highest priorities for salvage. For example:

- Objects and collections that are central to the institution’s mandate, mission, services, and programs
- Essential records – bibliographic and collection catalogs, inventories, electronic storage devices, personnel, and financial
- Items of high historic, scholarly, or monetary value
- Objects or collections that are impossible or difficult to replace

Staff and personnel records necessary to continue payroll and operations should also be prioritized. It is strongly recommended that these types of records be duplicated (electronic backups) and stored off-site to prevent their irretrievable loss. Also, do not forget to include objects for which the institution has legal obligations, such as loans or conditional gifts.

To create the lists of priorities, identify the collections or the objects, note their location and include any security and display information that will allow for speedy removal. Both the list of prioritized collections and security information should be considered sensitive information. Consider carefully what information to include in the distributed plan. If kept separate, make it easily accessible by the salvage team and to share with the local fire department in case of an event. Floor plans with priority collection areas highlighted and/or pictured can be especially useful during a response.

Once a list is established, it is useful to sort by location or collection type. For example, objects housed in a vault may have one list of priorities, while archival collections housed in a library may be better served by another list. This way if there is a minor or localized event in the building, the affected collection will have its own prioritized list. Similarly, in the event of a major disaster, separate salvage efforts can ideally be in effect simultaneously.

It may also be useful to create different levels, or ranks, of prioritized objects. HIGH priority may include objects that have higher vulnerability and require immediate treatment or be essential records. MODERATE priority may contain objects that, while a high priority, may just need to be checked and treatment could be delayed until everything at a HIGH priority has been assessed and treated. LOWER priority could be objects of slightly lower priority or those that are so large as to be difficult to move or treat (e.g., mural-sized painting, large sculpture).

Think ahead about what preparations might help with emergency evacuation of priority collections (e.g., color-coded dots or reflective tape on shelving/boxes, grouping together priority objects, marking priorities on floor plans). Each institution must determine the best system to fit its needs. Update the list of collection priorities frequently to account for incoming/ outgoing loans, stack shifting, exhibit changes, new storage locations, etc.
Command Staff: The Command Staff consists of the Public Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander.

General Staff: The organization level having functional responsibility for primary segments of incident management (Operations, Planning, Logistics, Finance/Administration). The Section level is organizationally between Branch and Incident Commander.

Branch: That organizational level having functional, geographical, or jurisdictional responsibility for major parts of the incident operations. The Branch level is organizationally between Section and Division/Group in the Operations Section, and between Section and Units in the Logistics Section. Branches are identified by the use of Roman Numerals, by function, or by jurisdictional name.

Division: That organizational level having responsibility for operations within a defined geographic area. The Division level is organizationally between the Strike Team and the Branch.

Group: Groups are established to divide the incident into functional areas of operation. Groups are located between Branches (when activated) and Resources in the Operations Section.

Unit: That organization element having functional responsibility for a specific incident planning, logistics, or finance/administration activity.

Task Force: A group of resources with common communications and a leader that may be pre-established and sent to an incident, or formed at an incident.

Strike Team: Specified combinations of the same kind and type of resources, with common communications and a leader.

Single Resource: An individual piece of equipment and its personnel complement, or an established crew or team of individuals with an identified work supervisor that can be used on an incident.

# Tips for Working with Emergency Responders

In any major emergency, you will be working with local emergency responders to save and secure your institution. If you have a good relationship with your local emergency responders and know how their systems and practices work, you can help them keep your staff and collections safe.

## Before an Emergency

When you make contact with your emergency responders, explain who you are, what you do, and why cultural resources need special attention. Here are a few talking points:

- Local museums, libraries, historic sites, and archives hold the collective history of the community.
- Many artifacts, documents, and structures are irreplaceable.
- Collections often have a high monetary value, in both the objects and the tourism they attract.
- Visitors to cultural institutions, including school groups, can be at risk during emergencies.
- Cultural institutions can be critical to recovery — as gathering places, information centers, educational resources, and icons of community identity.

### WHO are your emergency responders?

1. Local, county, tribal, and state Emergency Management officials
2. Fire Department
3. Police/Sheriff’s Department
4. Emergency Medical Technicians
5. National Guard
6. Coast Guard
7. Federal Bureau of Investigation
8. Local Emergency Planning Committee
9. Public Works Department
10. Mayor or Community Administrator’s office

### HOW do you find them?

Search the blue pages in your phone book or online at ready.gov and similar sites. Consider attending chapter meetings of the American Red Cross (www.redcross.org) or National Voluntary Organizations Active in Disaster (www.nvoad.org).

### HOW do you build a relationship with them?

Emergency responders are dedicated to serving their community, and they will be interested in the contributions your institution makes to the quality of life.

Some ways to make contact:

- Ask for help with site assessment and emergency planning. Have the police and fire department do a walk-through.
- Offer free tickets to your institution or hold an emergency responders appreciation night.
- Invite emergency responders to participate in your training and drills.
- Explore ways that staff members might volunteer with emergency responders.
- Suggest that the local emergency management agency stage a table top exercise at your institution.
- Take lunch/cookies to the fire station or police or sheriff’s department. Remember that there may be three shifts.

### Things you can do to smooth the path:

- Learn the basics of the Incident Command System. You can take training online at http://training.fema.gov.
- Understand the chain of command. The person in charge may change as your situation develops.
- Take local Community Emergency Response Training (CERT). Check with your local emergency management offices to find out when and where the training is held.
- Ask local emergency responders how they work and communicate.
- Review and become familiar with your community and state emergency response plans.
- List skills and resources you and your staff can offer to the emergency responders.
- Identify ways your institution could help the community in an emergency.
**WHAT do they need to know?**

The more information you have prepared in advance, the easier it will be to salvage your collections and maintain a good relationship with the emergency responders. Consider giving them information ahead of time; prepare a briefcase or box for them to keep. It should include:

- Maps of the institution showing entrances, exits, elevators, utility (water, gas, electricity) shut-offs, the alarm and sprinkler systems, telephones, cable, and hazardous materials.
- All names of site locations, current and historical, so emergency responders aren’t looking for ‘Main Building’ when the sign on the building says ‘John Henry’s House.’
- An aerial photograph of the institution and surrounding area for reviewing responder routes. Your local municipality may have such photos.
- Blueprints of the buildings.
- Floor and room plans with room names or numbers.
- Any changes to floor plans due to special exhibits, maintenance, etc.
- Contact information for staff and key responders. Photos can help identify missing or injured people.
- Locations and types of hazardous materials, including collections (e.g., ammunition, medical supplies, preserved specimens).
- Locations of priority objects. These can be marked on the plans using shading, colored notations, or photographs.
- Master keys and keys to the exhibit cases (or how to get them).

**Other things you can do to help things go smoothly:**

- Appoint a liaison who has authority to make decisions on behalf of your institution. Designate two backups.
- Require the liaison to wear an orange vest or hat so he or she is easily identifiable.
- Develop a Memorandum of Understanding with emergency responders that spells out the chain of command and mutual expectations of each party.

During an Emergency

During a disaster, you may be scared or confused. If emergency responders already know you and your institution, the situation will be easier for everyone. But even if you don’t have a relationship, you can help the responders by providing this information:

- What happened?
- How large an area is affected?
- Who is in the building?
- Where are the entrances and exits?
- What hazards are present and where?
- What location is good for a staging area?
- What response has already taken place?
- What and where are the priority materials?

In a disaster during public hours, the emergency responders will need information on visitors: how many and where they might be. They will also need to know about staff members with special needs.

Remember that the emergency responders will be in control of your facility until they turn it back over to you.

After an Emergency

Take time to debrief. Include all the agencies you worked with and discuss what went right and what did not. Discuss what you could have done better and incorporate the information into your emergency plan.

This Tip Sheet is a product of Lessons Applied: Katrina and Cultural Heritage, a project of the Heritage Emergency National Task Force, cosponsored by the Federal Emergency Management Agency and Heritage Preservation.

For more information and other useful tools, visit www.heritagepreservation.org/lessons/.

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