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INTRODUCTION

“The greatest threat to library and archival materials in most disaster situations is water. Even if books are badly burned, they will also be soaked from the gallons of water pumped onto them to stop their burning. Disaster recovery procedures for library and archival materials rightly focus on recovery from water damage.” (Preserving Library Materials by Susan G. Swartzburg)

The Warren Memorial Library is a small, free nonprofit public library of approximately 30,000 volumes including a Maine collection, pieces of fine art, glass slides, photographs, manuscripts and typographical maps. The library is privately funded through the Warren Memorial Foundation. It is staffed by the Library Director, Assistant Library Director, Children’s Librarian, Library Assistant and Library Aid. Our budget is much smaller than an academic or publicly funded library, so consideration of cost of replacing materials vs. restoring materials is a factor in designing this plan. We have to carefully look at those things we would want to replace or withdraw. Many of the disaster plan models that I studied were designed for larger institutions. Our plan may seem lacking in comparison to them, but I feel that this plan is realistic and better tailored to our needs.

The Warren Memorial Library Disaster Readiness Plan was developed as a guide to assist our librarians in case of an emergency where the collections are endangered by water or fire. Although this disaster plan will include procedures in case of power outage or theft, the major focus of this plan is designed to instruct us on what to do should our materials be damaged through fire and/or water.

d Although we are not located near a flood plane, or are likely to be hit by a tornado, hurricane or earthquake, the most likely disaster would be water damage. This can happen through burst pipes in the basement or water seepage from faulty foundations. Accidental fires or fires caused by arsons, that would set off our sprinkler system, would create not only water damage but fire and smoke damage as well.

It is usually much less costly to purchase copies of damaged books. However, we have many irreplaceable items which would require restoration and/or rebinding that can be costly. It is for these items that the plan focuses on.

This is not an in-depth text book style recovery plan. This plan is designed to be simple and straight forward — an instructional guide to assist our librarians and support staff on what to do in case of an

NEW INTRODUCTION

The library has changed drastically since 1996/97. Our library went through a major expansion and renovation. We are now a three story building with elevator. We have a brand new archives and bindery. Our collection space is doubled and we have more issues to deal with when it comes to our mechanical system.

The library has also gone through difficult library changes involving staff cuts, budget and hours. Therefore, this plan is not completely final. We will need to add phone numbers of new staff and new board members. The Interim Director or Newly hired Library Director must review this plan for those changes and updates.

Having said that, I am revisiting this Disaster Plan and revising it to better meet our library needs. This is always a work in progress and Disaster Plans are not for the "faint of heart." If anything, this is a guide to help us through difficult times.

Anastasia S. Weigle, Director
Warren Memorial Library
May 5, 2004

PART I: STAFF RESPONSIBILITIES

In the event of any of the disasters within this booklet, appropriate library personnel should be contacted immediately. These people will be responsible for making on-the-spot decisions about salvage or discarding of items.

Since we are a small library with a small staff, team work is essential to the success of this plan.

In addition to acting in the event of a disaster, the persons on this list will be responsible for routine considerations in the prevention of disasters. They should be familiar with the information contained in this booklet and be acquainted with the basic procedures to be followed in the event of a disaster. (see Appendix A for Phone Tree)

LIBRARY PERSONNEL LIST

TITLE	NAME	PHONE #
*Director	Anastasia Weigle	934-2009
Adult Services Librarian	Gayle King	878-9063
Children's Librarian	Mary Lee Kimball	839-4849
Assistant Librarian	Karen Spears	929-0938
Technology Coordinator	Stephanie Ricahrd	929-8651
Circulation Assistant	Jo Adamo	780-0225
Custodian	Jon Hebert	854-5373

*NOTE: The Library Director is responsible for providing information for release to vendors, customers and staff during a disaster — Start positive media campaign.

PRIORITY OF COLLECTION

A. First Priority ~ Immediate Attention ~ Irreplaceable

Archives/Bindery

1. Rowe Slide Collection (both glass and film negatives). Kept in wooden cabinet at bottom of basement stairwell.
2. SDWarren Photograph Collection
3. Special Collections including Rick Hautala Papers
4. Framed photographs and paintings
5. Warren Foundation Records, Cornelia Warren Community Association Records, Library Records, WarrenKids Records
6. Art work and 3-dimensional art objects and antiques from the Cornelia Warren Foundation. (see Appendix C for location list of Valuables with appraisals)

Library Staff Office - Main Floor

1. Shelf list, card catalogs
2. All files in Filing Cabinet in Director Office.
3. Backup disks for QuickBooks (Financial Records) kept in Director's desk, right side cubby.

B. Second Priority ~ Expensive or Difficult to Replace or Repair

1. Reference tools heavily used by patrons
2. Audobon prints on walls.

When you have a major disaster you have to think about those items that are difficult to replace. Computers and other equipment can be replaced. Books, nonfiction and fiction, can be replaced. Irreplaceable manuscripts and documents can not. I look at those items that have enduring, historical, intrinsic, and archival value.

Prepare a system to receive gifts and donation acknowledgment forms. Donations of books can help replace those items damaged.

NOTE: Send press releases to library publications being very specific about what you need. List periodical subscriptions and ask for back

DISASTER PREVENTION MAINTENANCE
An Instructional Guidelines

We all agree that it is better to prevent an accident or an emergency than have to deal with one. An Emergency Inspection Checklist has been put together that focuses on areas of potential hazards.

Inspections are to be made by Jon Hebert on a quarterly basis (i.e., the 1st of March, June, Sept. and Dec.) and is to be turned in to the Library Director. Jon Hebert maintains our building on a daily basis, making him the most likely to see any potential hazards as they arise. Nevertheless, staff members who see or are concerned about any potential hazards, are to notify the Library Director immediately. The checklist is helpful in that it allows us to immediately identify a problem document it, and then take any necessary action to correct it. (see **Appendix G for Emergency Inspection Checklist.**)

PREVENTION PLAN

Things to Look for that Could Cause a Potential Accident

Water

Periodic inspections of the building for water leaks is important, especially during or after heavy rains or melting of heavy snow. There are presently no water leaks from pipes, windows, doors, plumbing or roof flashing. (see Appendix G: Emergency Inspection Checklist.)

Fire Hazards

Check extension cords for excessive loading of electrical outlet.

Make sure extension cords are not frayed. Make sure flammable items are stored away from heat and kept in a cool area.

Circuit Breakers and Fuse Cartridges

Circuit breakers occasionally overload and turn off. These can be easily reset by turning off and on the fuse the “popped”. However, when a fuse cartridge goes, a loss of power will effect a large portion, if not all in the building. In the case where a fuse cartridge blows, call Jon Hebert or Kenneth Clark of AMC Electrical Associates for assis-

EMERGENCY PROCEDURES

ELECTRICAL OR POWER OUTAGE

SAFETY FIRST: In case of a power failure, the first concern of the staff is for safety of the people in the library. If the power failure is prolonged, standard evacuating procedures should be followed. Auditorium, conference room, upstairs washrooms, handicap bathroom, stairwell and stacks should be checked for patrons.

NOTIFICATION:

1. Notify Library Director.
2. Librarian in charge call **Maine Central Power 1-800-696-1000** and find out how long power outage will be if problem is external.
2. If internal, contact Building Maintenance, **Jon Hebert 854-5373** or if he can not be reached, call electrician, **Kenneth Clarke of AMC at 893-2469**

OPERATIONS:

1. If failure occurs during daytime hours, there may be sufficient natural light to continue library operations. However, if failure is expected to continue for an extended period of time, evacuation should proceed.

GENERAL INFO: Auxiliary lighting at the Warren Memorial Library are located in auditorium stairwell, emergency stairwell, lower level, and main floor. One flashlight is kept under the circulation desk, the second is kept in Jon Hebert's work room on lower level.

FLASHLIGHT:

Routine monthly checks should be made to be certain that, 1) Flashlight are still there, and 2) they are in first class operating condition.

FIRE EMERGENCY

IMMEDIATE ACTION

A. Keep Calm • you help no one by panic and you may panic others.

B. Get the People Out • Follow standard evacuating procedures: Physically check auditorium, conference room, upstairs washrooms, stairwell and lower level for patrons and/or staff and make sure they leave out using front library door or emergency door in lower level. Those on the second floor must leave from emergency stairwell located toward the back of the auditorium beside kitchen. Report to the designated person that everyone is out. (The designated person is usually the Library Director or Librarian-in-Charge. Since there are usually two people staffing the library at one time, the chain of command is easily followed and uncomplicated.) Keep your voice calm but firm and audible when instructing patrons to exit building.

If possible, shut down boiler using emergency switch in mechanical room.

C. Fire Department • The library has a fire alarm through Cunningham Security in which the Fire Department is called right away. Meet firemen at the entrance of the building. Cunningham Fire Alarm system lets Fire Department know where fire or smoke started.

D. Notify the Libraries Trustees and Disaster Team

1. Call Caren Michel (854-2378), Insurance Representative (Ronald Hall 797-3600) and the Disaster Team. (see Appendix A for Phone Tree).

E. Sprinkler System

HOW TO USE A FIRE EXTINGUISHER

The Warren Memorial Library has three extinguishers. They are located at the following sites (see Appendix D for floor plans):

1. In Vestibule down small hallway near main floor bathroom
2. Second floor auditorium kitchen has special extinguisher for stove
3. Second floor outside conference room
4. Lower level has two. One between art room and archives. One beside staff lounge. The one in mechanical room is nonoperational.

Operation instructions and cautions for the extinguisher are printed on the nameplates. Read and understand them before a fire occurs.

Most types of extinguishers discharge their contents in 8 to 25 seconds depending upon size. It is therefore important that the extinguisher is aimed correctly at the fire before it is operated.

Be prepared for the discharge. There will be a slight backward reaction as the agent is being discharged from the nozzle.

Stand 6 to 10 feet away from fire and aim at base of flames with a side to side sweeping motion.

ILLEGAL ACCESS TO BUILDING
(Robbery and/or Vandalism)

The building is alarmed by Cunningham Security System. We have motion detectors as well as contact points which set off the alarm when “broken”. When an alarm is set off, Cunningham Calls the library, then Director. If no one can be reached, the Police Department is called to the library. If there is a breakin, the following must be done:

1. Director notifies Disaster Readiness Team to meet at the library.
2. Call insurance company.
3. Jon Hebert should be present to check on any physical damage done to the building and temporarily repair any broken windows and/or doors (boarding up). He is responsible for making arrangements to contact appropriate people (carpenter, locksmith, glazier, electrician, plumber, etc.) to make necessary repairs.
4. The Library Director will make the decision to shut down the library if need be.
5. Make sure to check petty cash and cash box. Once police are finished, Disaster Team will assess any damage done to the collection. Make notes of any damages or missing items for insurance company.
6. Check the following items/areas
 - Check locks on desk and drawers
 - Check vital papers
 - Archvies and Special collection

- Inventory fine arts (paintings and three-dimensional objects.)
- Inventory office equipment (computers, typewriters, copier)

7. Team leader will make list of any damaged or stolen objects for insurance agency. Refer to appraisal list of item(s).

SUSPICIOUS OR POTENTIALLY DANGEROUS PATRONS

IMMEDIATE ACTION

A. Stay Calm ~ Do not get involved in an argument. Speak calmly and firmly to the person involved.

B. Listen ~ Try to accept the person's point of view.

C. Be Patient ~ Gain as much time as possible since a person's perception may be only temporarily distorted.

D. Your attitude ~ Library personnel should always be pleasant, considerate, helpful and understanding. A person who is mentally disturbed may only require a slightly abrasive experience to reduce him to desperation.

BE ALERT TO THE POSSIBILITY OF VIOLENCE

A. The Librarian should be alert to the possibility of violence or abuse, be it physical or verbal. If the situation becomes intense no matter how calmly the Librarian is speaking, a second staff member should call the police while the other librarian is trying to calm the situation.

B. Call the Westbrook Police (854-0644) and give the following information, if known:

The patron's name

ACCIDENTS INVOLVING WATER

Although the Warren Memorial Library is not considered near a flood plain, other incidents can cause flooding. For example, frozen pipes could burst. Heavy rains can cause flooding or small leaks around the stack area.

IMMEDIATE ACTION FOR BURST PIPES

A. Any accident involving water should be reported to the Fire Dept (9-1-1) for immediate response by Ladder 1. Ladder 1 carries many salvage tarps and other equipment for water damage control. The Librarian-in-Charge should attempt, if possible, to go down to cellar and turn off main water supply line (see Appendix C: Location List of Shut Off Valves.) Shut off valve is clearly marked. Do not touch main power switch. Have electrician (Kenneth Clarke, AMC 893-2469) come and disconnect power. There is extreme danger of shock.

B. Have building evacuated using standard evacuation procedure.

C. Librarian-in-Charge call Comfort Systems USA (AirTemp) for service (774-2300) and notify Jon Hebert (854-5373) to assist in clean up.

D. Find location to which water-soaked books and records can be transferred. Area should be adequately ventilated and be entirely isolated from other library collections and in an area containing no rugs or other floor covers that might be damaged by water. A good place would be to set up tables in the auditorium for salvage repairs.

FOLLOW-UP

1. Disaster readiness team should assess any damages and make decision on what to discard and what to salvage.

WATER LEAKS ~ IMMEDIATE ACTION

- A. Move materials out of the area affected.
- B. Cover affected area with plastic and/or wastebaskets.

INITIAL STEPS FOLLOWING A DISASTER
A Guideline

These first steps should be followed in the event of any disaster. The primary consideration, of course, is the safety of the people involved. It is therefore especially important that the first precaution be taken.

1. Be sure the building is evacuated. Have the premises checked for safety before anyone is allowed to enter.
2. Determine the extent of the damage
3. Notify staff members who will be needed to carry out emergency procedures. Make assignments for those responsible for getting supplies. Decide whether volunteers will be needed.
4. Reduce the temperature in affected areas as much as possible, and create maximum air flow. Mechanical system is run through Computer in Director's Office. Review "Signal Engineering Manuel" for instruction. Director should understand fully how to use computer

PRIORITIZING SALVAGING PROCEDURES: A Guideline

These guidelines are to help the librarians to establish work areas, deciding what to salvage, categories of treatment, and what to discard. Please see “Technical Leaflet: Drying Wet Books and Records”, “Technical Leaflet: Emergency Salvage of Photographs”, and “Technical Leaflet: Protecting Books and Paper against Mold”.

1. Follow recommendations in “Priority of Collections” on page 6. Keep in mind we can not save everything, so we will concentrate on those items that are irreplaceable, hard to replace, or have historical value to the library.

2. Determine what treatments need to be done on collection, so items can be directed to appropriate locations for different treatments (i.e. slightly damp, wet edges and soaked in water.)

3. Establish work areas with a temperature not above 65°F and relative humidity of 45 to 50%. Different areas should be used for different procedures: for drying, for washing, and for packing. Work tables should be set up and covered with polyethylene sheeting.

4. Give instructions on labelling boxes, packages, and or single items. Inventory materials as they are removed. Give location in which material is found, its destination, and its priority.

5. Remove the most wet materials first in order to decrease humidity.

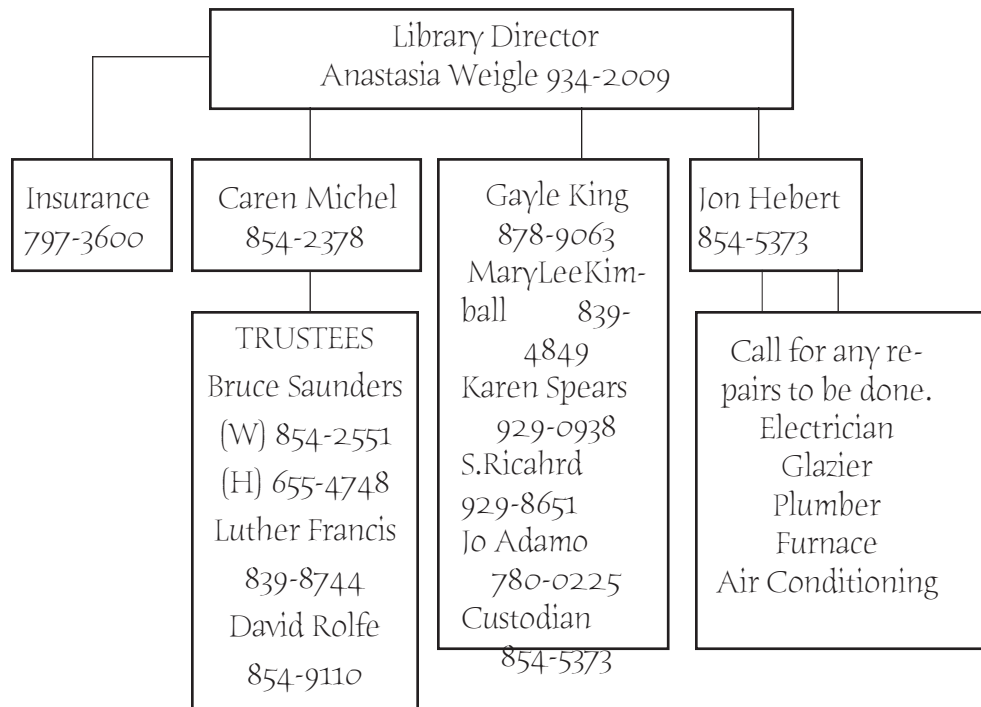
6. The auditorium is a designated place to set up salvaging procedures since it can house a large number of work tables. If number of items is small, archives is a good place to work since it has a RH control unit.

SALVAGING PROCEDURES



~ WARREN MEMORIAL LIBRARY ~

PHONE TREE



• Disaster Team Phone Tree •

Library Director. Responsible for calling Library staff, Board Treasurer, Insurance agent

Caren Michel, responsible for contacting board

Jon Hebert, Maintenance. Responsible for calling appropriate people for necessary repairs (plumber, electrician, furnace, glazier, etc.)

APPENDIX B
CLIENT/RESOURCE/COMPANY LIST (prefix 207)
List #1

Mechanical System (aircond/heat/plumbing) (AirTemp)	774-2300
Maintenance Jon Hebert	854-5373
Computer Emergency (Valcom)	775-5055
Copier Service (PCCI)	797-7224
Custodian (Backup-Tom Dorr)	854-2832
Disaster Assistance (NEDCC)	
978/470-1010	
Electrician (Kenneth Carke, AMC)	893-2469
Exterminator (Expert Pest Control)	874-9009
Extinguisher Services (Dean & Allyn, Eric Elkanich)	657-5646
Thermo King Transport Refrigeration (Jim Hennison)	775-6328
Freeze Dry Service (Munters)	
800/797-5020	
Freezer Facilities (IDEXX - Nelson Hills)	856-0300
Pella Windows	
800/287-5649	
Insurance Company (Noyes & Chapman-Ronald Hall)	797-3600
Legal Adviser (Glenn R. Anderson)	929-6621
Locksmith (A-1 Lockbox - Peter)	854-4991
Typewriter (Church Office Equipment)	874-7782
Sprinkler System (Dean&Allyn)	657-5646
Stove inspection (Simplex-Grinnell)	842-6440
Utility Companies	
Fielding Oil-Furnace (Harlan)	883-3194
Conversant Communications	800/275-2088
Portland Water District	761-8310

APPENDIX B
CLIENT/RESOURCE/COMPANY LIST
List #2

Freezer or Wax Paper, Paper Towels, etc. (Resource Net Int'l.)	772-8434
Metal Book Trucks (SMLD)	871-1765/66
Plastic Milk Cartons (Oakhurst Dairy)	772-7468
Plastic Sheeting (Plastic Supply Co.)	775-7778
Portable generator, sump pump, lighting, electric fans and extension cords: Handyman Equipment Rental Company	773-2600
Refrigerator Trucks (Thermo King Transport Refrigeration)	775-6328
Water Damage Recovery Services	
Munters Incentive Group	800-797-5020

APPENDIX C
LOCATION OF SHUT OFF VALVES

NOTE: All shut off valves and switches are clearly tagged in the Mechanical Room. Make sure to give staff a tour of the building and show where the shut off valves and emergency switches, as well, where fire extinguishers and flashlights are kept.

Emergency Switch to Boiler Room

In Mechanical Room

Main Power Switch & Main Water Shut Off Valve

Main Power Switch is in Mechanical Room. It is clearly labeled.

Water Shut Off Valve is in Mechanical Room, clearly tagged.

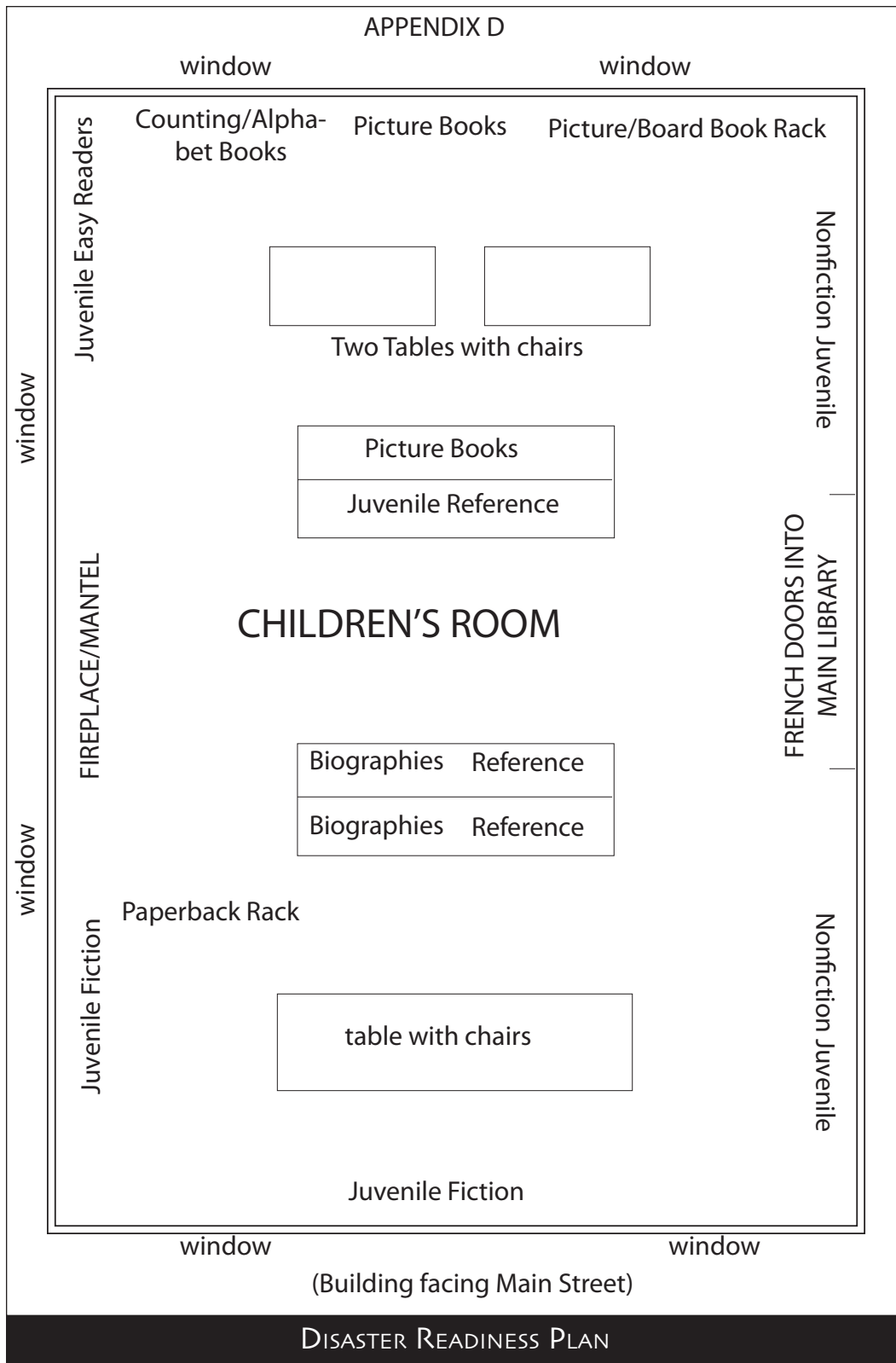
Emergency Lights

Auditorium Stairwell

Main Floor near front doors

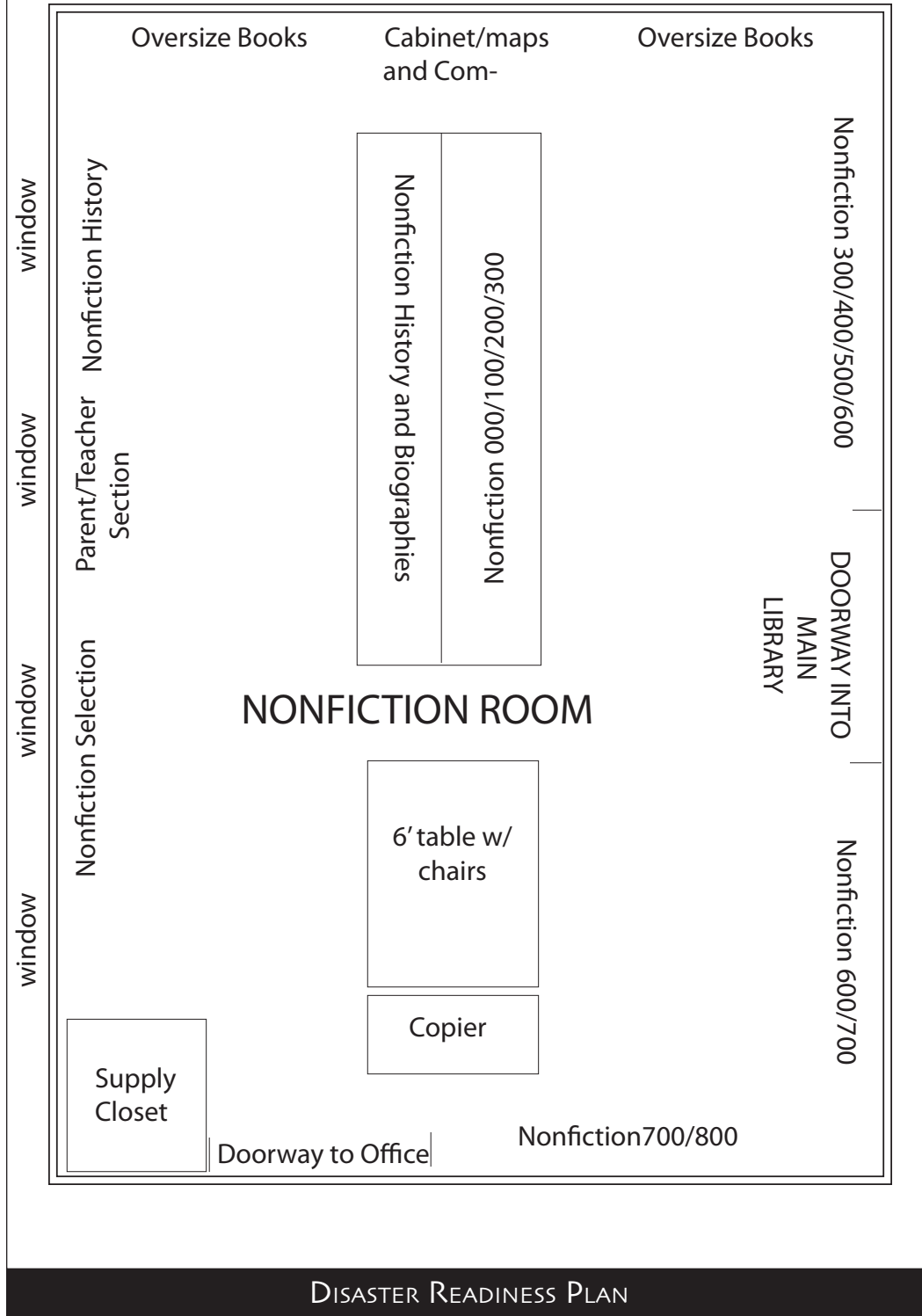
Lower level

APPENDIX D



~ WARREN MEMORIAL LIBRARY ~

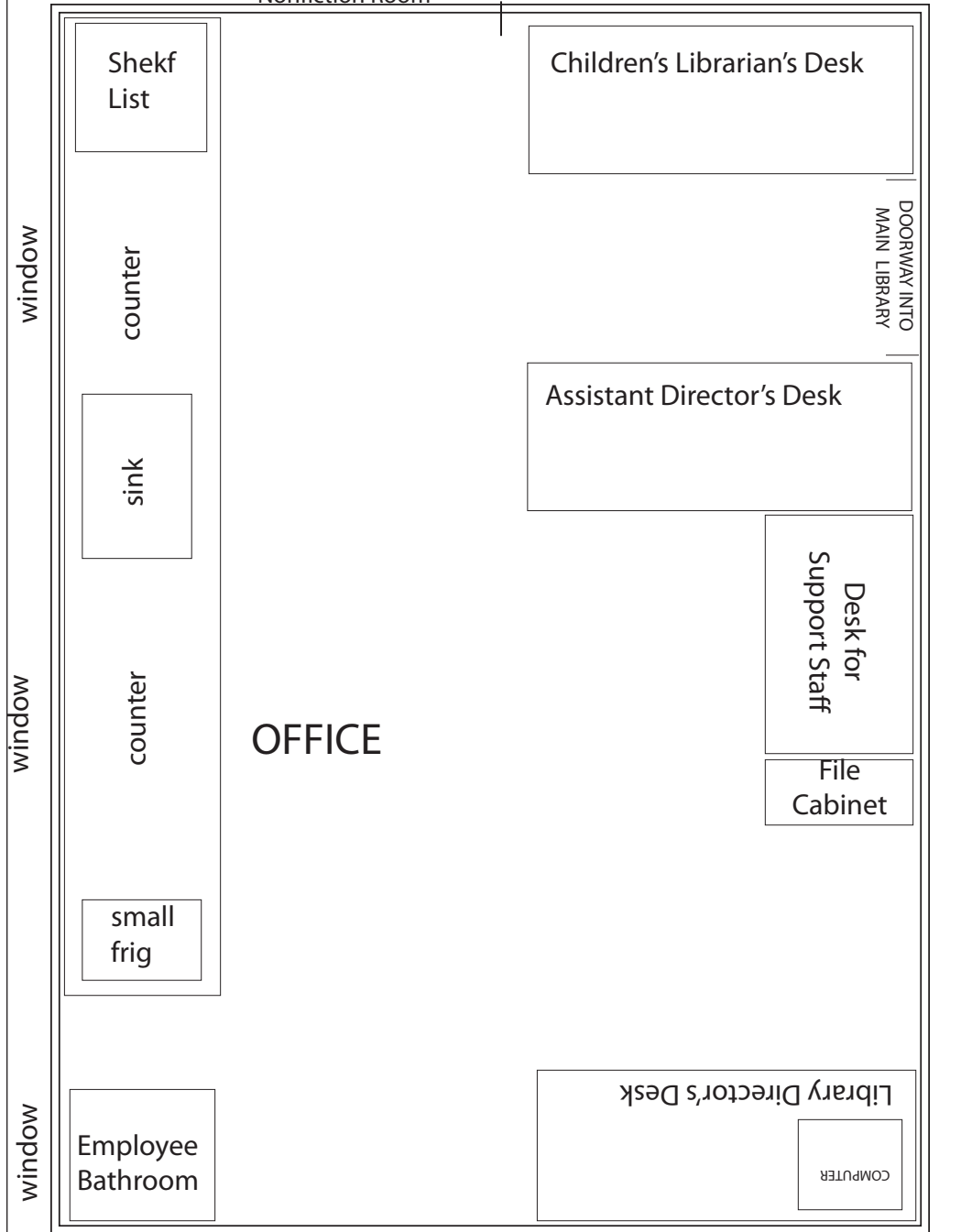
(Building facing Warren Library parking lot)
window



~ WARREN MEMORIAL LIBRARY ~

(Nonfiction Room))

Doorway into
Nonfiction Room



OFFICE

window

window

window

Shekf
List

counter

sink

counter

small
frig

Employee
Bathroom

Children's Librarian's Desk

Assistant Director's Desk

Desk for
Support Staff

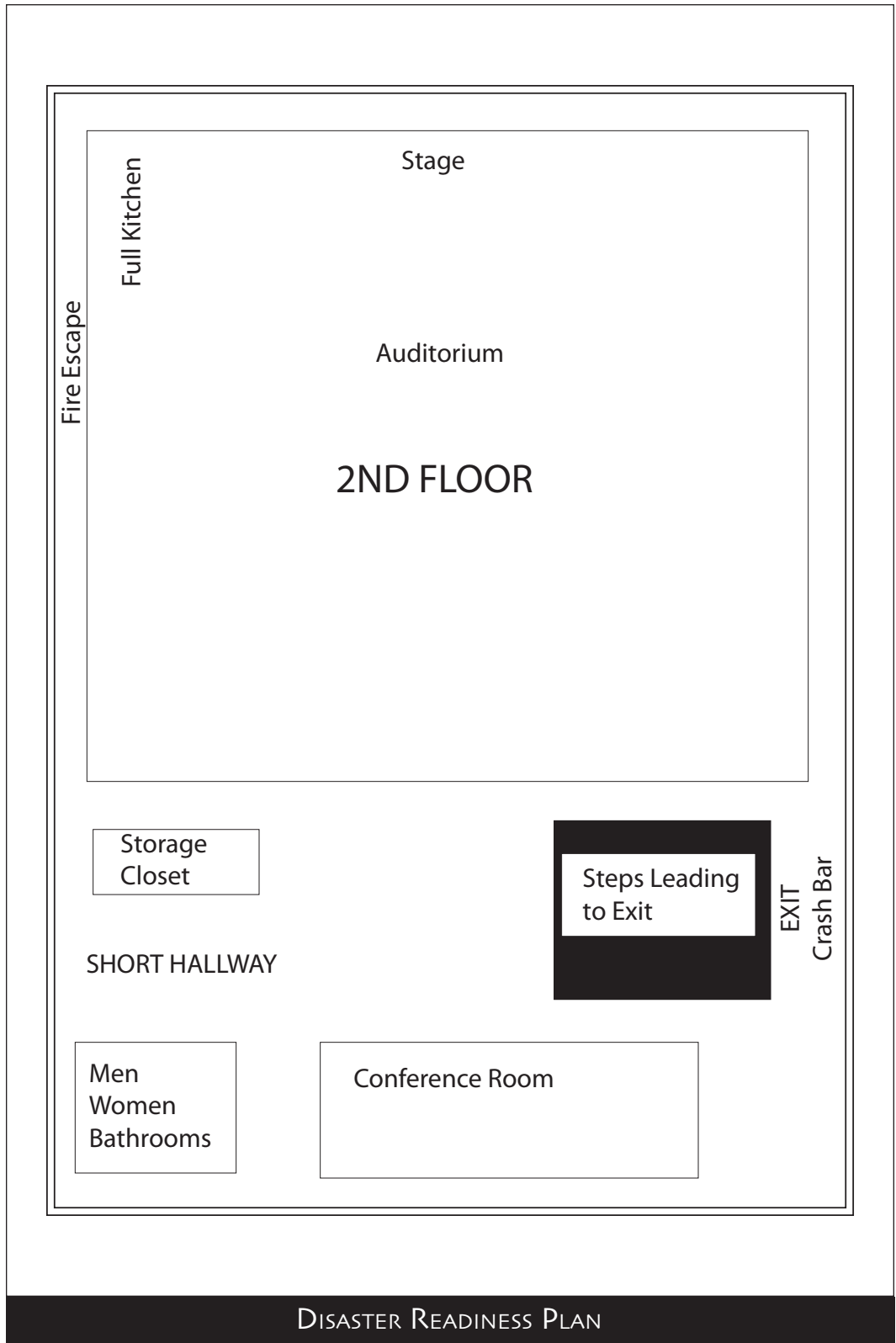
File
Cabinet

Library Director's Desk

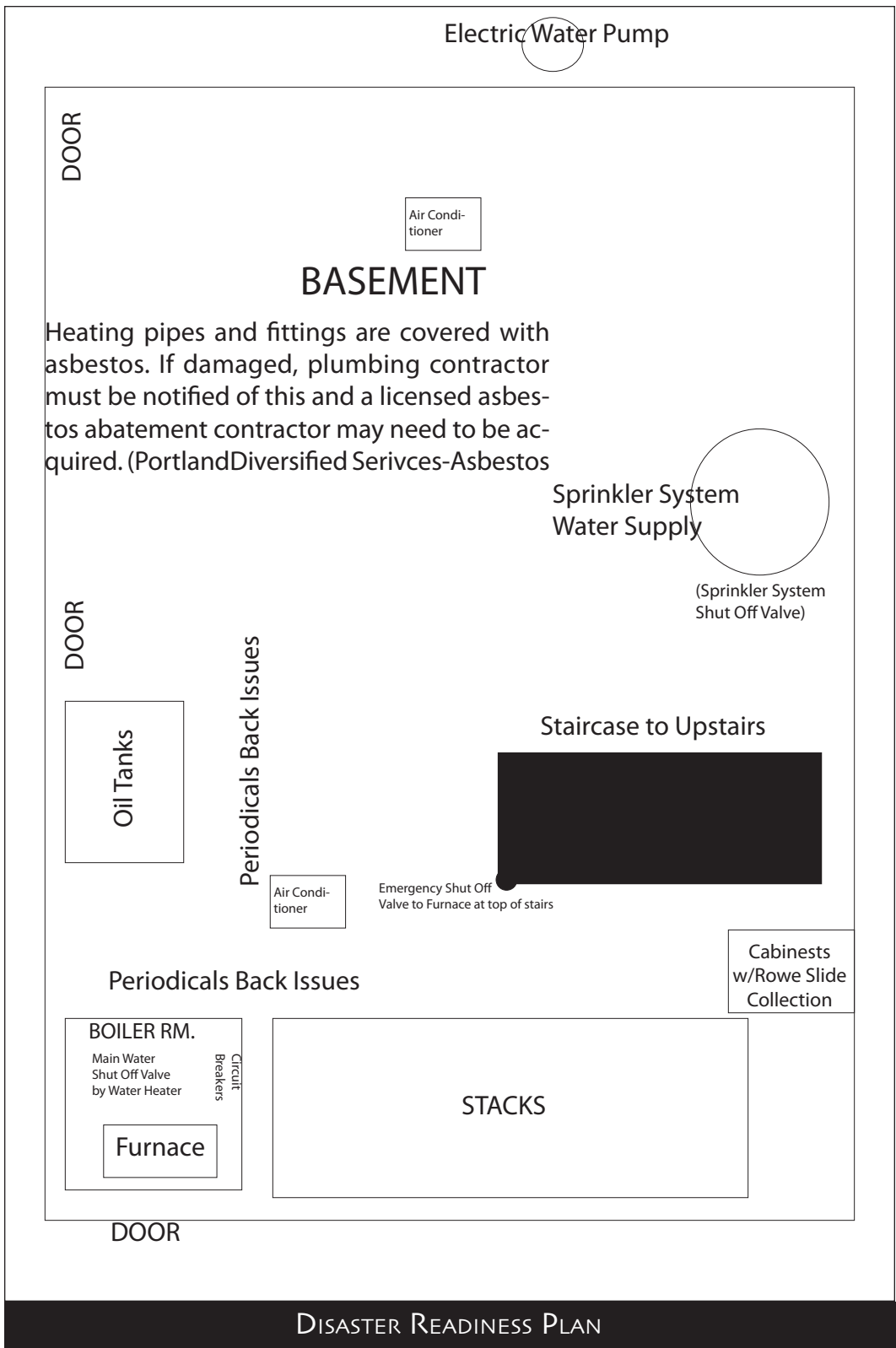
COMPUTER

DOORWAY INTO
MAIN LIBRARY

DISASTER READINESS PLAN



DISASTER READINESS PLAN



Heating pipes and fittings are covered with asbestos. If damaged, plumbing contractor must be notified of this and a licensed asbestos abatement contractor may need to be acquired. (PortlandDiversified Services-Asbestos)

APPENDIX E

Index of
Appraised Items

APPENDIX F

Appraisal

Special Collection
of the
Warren Memorial Library

APPENDIX G

EMERGENCY SAFETY CHECKLIST

Inspector: _____

Date: _____

When a problem condition exists, please describe and indicate location.

Check If
Problem

Fire Extinguishers

- 1. Reading shows low pressure, discharged, or damage
- 2. Type not labeled.
- 3. Not accessible.
- 4. Thought needed, but not there.
- 5. Other

Fire Exits & Corridors

- 6. Blocked
- 7. Glass broken on emergency exits
- 8. Warped or sticking doors
- 9. Locked doors
- 10. Other

Fire ~ Other

- 11. Insufficient "No Smoking" Signs
- 12. Flammable liquids not properly stored/dangerous chemicals exposed
- 13. Other

Electrical Equipment

- 14. Worn or exposed wiring
- 15. Electrical equipment not grounded (all 3-prong outlets)
- 16. Open light sockets
- 17. Burned out lights
- 19. Circuit boxes "hot" to touch
- 20. Overloaded sockets
- 21. Other

Tripping and Other Impact Danger

- 22. Electrical cords in dangerous position
- 23. Loose flooring
- 24. Other potential tripping hazard
- 25. Slippery floor
- 26. Unstable furniture
- 27. Books or boxes dangerously piled (too high, etc.)
- 28. Other

Other

- 29. Water Pipes Leaking
- 30. Leaks coming into building from window or doors or ceilings
- 31. Chipped or broken glass
- 32. Locks on doors not working properly
- 33. Outside lights not working
- 34. Other _____

APPENDIX H
SUPPLY LIST FOR SALVAGE PROCEDURES

Plastic Sheeting

Scissors and or paper cutters

Heavy duty Tape (duct tape for attaching plastic sheeting to shelves or tables)

Paper Pads, Pencils, Waterproof Pens

Buckets, Sponges, Plastic Boots

Plastic Garbage Bags

Boxes or plastic crates for transporting wet items

Sealing tap

Wax or Freezer Paper, Paper Towels, and Unprinted newsprint

Polyester Wire (3 mil or heavier fishing line)

Blotting Paper

Weights (may be paper or plastic or aluminum foil covered brick)

Bookends and Bookcarts

Clothesline and clothespins

Cotton Gloves

Dust cloths ("Dust Bunnies")

Vacuum Cleaner and Wet Vac

Dehumidifiers and Fans

NOTE: Salvage supplies will be kept down the cellar on storage book

APPENDIX I
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~ WARREN MEMORIAL LIBRARY ~



The "Other" Library in
WESTBROOK

DISASTER READINESS PLAN
Warren Memorial Library

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Anastasia S. Weigle
Library Director
Revised May 4, 2004

DISASTER READINESS PLAN