

**EFFECTIVE DATE:**            **January 1, 2001**  
                                         **Revised June 2003 & March 2007**

**SUBJECT:**                    **DISASTER MANAGEMENT PLAN**

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## **INTRODUCTION**

The purpose of the Spokane Public Library Disaster Management Plan is to outline procedures for handling threats to the Spokane Public Library's facilities, collections, records and equipment. These procedures concern events such as fire, floods, mold outbreaks, and equipment failures that cause physical damage. A disaster may result in a disruption of service to users for indefinite time periods and may require outside resources to restore those services.

The Spokane Public Library Emergency Procedures, HR Document #5.1A, outlines the appropriate response during an emergency. The first priority both during and following an emergency is always the safety of library customers and employees. Once the emergency is under control, following a disaster plan is essential to ensuring public safety, minimizing damage to collections and equipment, and restoring library service in a timely manner. Effective response to a disaster requires the activation of a disaster response team or teams and the support of all staff.

This disaster plan lists response procedures to follow, emergency contacts, and methods to stabilize and recover damaged materials, equipment and records. It prioritizes those portions of the collection to protect or remove to designated locations before, during, or after a disaster. The plan cites individuals and organizations to contact for advice or assistance in recovering damaged materials, and in restoring damaged facilities and equipment.

This plan was developed in 2000 and will be reviewed and revised, as needed, on an annual basis.

## **TABLE OF CONTENTS**

- Introduction
- Dissemination of the Plan
- Disaster Action Procedures
  - Initial Response Procedures
  - Assessment
    - Fire/Smoke
    - Water/Sewage
    - Equipment Malfunction/Failure
    - Mold Outbreaks
    - Structural Damage Due to High Winds, Winter Storms, Bombs
    - Paperwork/Records
    - Computers and Computer Files
  - Stabilizing the Environment

Recovery and Salvage Procedures  
    Collections – Salvage Priorities  
    Business Records – Salvage Priorities  
    Documentation of Materials Movement  
Disaster Teams and Members  
Emergency Services Contacts  
Experts and Consultants  
Insurance and Inventory  
Post-Disaster Strategies

## **DISSEMINATION OF THE PLAN**

Copies of the Disaster Management Plan should be kept by each member of the Disaster Teams not only at work but at an alternate site as well, where it will be available during non-work hours or when the worksite is inaccessible. The plan will be discussed with all library employees and will be available on the Library's Intranet.

## **DISASTER ACTION PROCEDURES**

### Initial Response Procedures

Follow the evacuation and notification processes outlined in the Spokane Public Library's Emergency Procedures, including notification of emergency personnel and library administration and maintenance staff.

If the building has sustained damage close it, or the damaged area, to the public and deploy security personnel, if necessary and possible.

If there is flooding or structural damage shut off the water, electricity, and/or gas utilities. If it is not possible to safely reach the shut off valves the utility providers should be contacted.

Assemble the disaster response team(s).

If necessary, begin the employee notification process.

### Assessment

The disaster response team(s) must first assess what damage has occurred (fire, smoke, soot, chemical, clean water, dirty water, heat, humidity, mold, equipment failure, structural damage). Is it confined to one area or is the entire building damaged? How much of the collection is damaged? What types of materials have been damaged (books, videos, cassettes, documents, microforms, photographs, computer tapes)? Can the damaged items be salvaged and, if so, what outside help will be required?

Team members may not enter a damaged building or area until an emergency responder (police or fire) or a city engineer has declared it safe to do so. It is best not to walk through standing water as it may be contaminated or electrified. If it is necessary to do so be certain that utilities are shut off and wear protective footwear and clothing. It is preferable that any standing water be drained or pumped out before beginning the damage assessment, the services of an outside contractor may be required.

Walk through the entire area (if permissible) and take extensive notes. Take photographs, preferably with a digital camera, to carefully document the damage. These records will be necessary for the insurance adjuster. Do not touch damaged materials. Do not touch damaged equipment until you are certain that the power has been shut off.

If there is structural damage, such as broken windows, or holes in doors or walls, they should be boarded up once the damage has been documented. A contractor should be contacted as soon as possible to cover any holes in the roof. The goal is to prevent unauthorized access and/or further damage to the interior.

See Disaster Response and Planning for Libraries (PROF 025.82 KAHN), Section 1 Response on page 5.

#### Fire/Smoke

Follow established emergency procedures for evacuation. Coordinate with the Fire Department to conduct a damage assessment. The most common damage is from water (sprinkler systems and Fire Department activities) and fire/smoke. We have determined that most library materials suffering from fire, smoke or water damage will not be recovered except those suffering only minimal damage, some high value and unique items, and some original and essential business records. Some smoke damaged materials, particularly books, can be aired out or treated to remove the odor. Damage to microforms will depend upon how much heat was around them. Further damage to materials may result if shelving has collapsed and materials have fallen to the floor. Again, these items should be assessed individually to determine the priority level of damaged materials and what materials may need attention.

#### Water/Sewage

This is the most common form of damage to library collections. We have determined that most library materials suffering from water damage will not be recovered, except for some high value and unique items and some original and essential business records. Conservators with specialized training will be called in to assist in any recovery efforts. Mold will develop quickly when materials, walls, or carpets are wet. Freezing materials within 48 hours of exposure will prevent further damage from mold infestations and will make it possible to assess and dry materials at a later time. Restoring temperature controls to the building as soon as possible will keep humidity levels down and will, therefore, help to keep mold from spreading to previously undamaged items. Using air conditioning rather than heat to control humidity is recommended whenever possible. If there is significant damage to the building, when HVAC equipment is damaged, or when power has failed it may be necessary to contract with an outside provider for temperature and humidity control equipment.

See Disaster Response and Planning for Libraries (PROF 025.82 KAHN), Section 5, starting on page 65 for information about water damage including selecting a drying method.

#### Equipment Malfunction/Failure

This includes events such as a shelving collapse, heating and cooling failure, computer system or network failures, etc. Heating failure when temperatures are below freezing may result in frozen water pipes that burst and cause water damage. It may be necessary to shut off water and drain pipes if it will not be possible to restore heat for a period of time. Because humidity levels are not typically high in this area, loss of cooling capacity may be uncomfortable, but will not typically result in damage to materials. We are, however, increasingly dependent on computerized systems and networks to perform our work and we have, therefore, also become more vulnerable to catastrophic

loss due to system or network failure. While it is possible to function for a short period using temporary offline backup systems, long term operations are impossible. It may be possible and necessary during a catastrophe to establish an off site temporary computing center and to use the library's regular tape backups to restore systems.

#### Mold Outbreaks

Mold outbreaks can result from temperature/humidity control problems. They can spread quickly so prompt action is critical. (See the water/sewage damage section above.)

#### Structural Damage Due to High Winds, Winter Storms, Bombs

This includes any damage to the structure that affects service or the collection. The Fire Department and city engineer will potentially be involved in determining the safety of entering a damaged building in order to assess the damage and begin repair and/or salvage efforts.

#### Paperwork/Records

Most business records exist in digital as well as paper format and copies of many documents exist in more than one place. Backups of computer files are performed regularly. Therefore, it should be possible to recreate most business records following a disaster. Only those original paper documents that are unique and/or vital to business operations will be targeted for recovery.

See Disaster Response and Planning for Libraries (PROF 025.82 KAHN), page 106 Paper Records Recovery Decision Checklist.

#### Computers and Computer Files

Much of the information regarding patrons and the collection are no longer in paper form. Our reliance on computers for these functions makes the care of computers and files of singular concern. While it is possible to function for a short period using temporary offline backup systems, long term operations are impossible. It may be possible and necessary to establish an off site temporary computing center and to use the library's regular tape backups to restore systems.

#### Stabilizing the Environment

There are some basic steps to take to halt deterioration of the collection and assist in recovery.

Isolate the damaged area, if possible.

Stop any water leaks as soon as possible. Watch for mold outbreaks afterward from wet ceilings, walls or carpet and monitor humidity levels.

Remove standing water as soon as possible. Remove carpet and drywall that is soaked with water.

It may be necessary to move or cover dry materials, furnishings and equipment to prevent further damage.

Restore HVAC systems as soon as possible. When water damage is present cooling systems are recommended over heating whenever possible, as cooling more efficiently maintains proper humidity levels. Airflow should be maximized to prevent mold growth. Temperature should be maintained between 68 and 72 degrees; relative humidity between 45 and 60 percent.

See Disaster Response and Planning for Libraries (PROF 025.82 KAHN), pages 8-9.

## **RECOVERY AND SALVAGE PLANS**

### Collections – Salvage Priorities

In a disaster situation a hierarchy of priorities is essential to preserving the most valuable parts of the collection first. SPL collections are prioritized in the following order:

These high priority items are unique to Downtown and will require experts to assist with recovery if materials are damaged. These are high value and/or unique items.

- Northwest Room vault materials
- Northwest Room Collection
  - Vertical files (paper, various types)
  - Map collection (mostly laminated)
  - Photography collection (various time periods and types)
  - Other Northwest Room items
- Genealogy Collection
  - Patchen File – genealogy card files, names
- Local Documents collections (closed stacks)

These low priority items may be found at the Downtown Library and, in some cases, at library branches. These items will be replaced rather than recovered unless the damage is minimal (i.e. hardback book with damp cover, pages undamaged).

- Bound Periodicals in closed stacks – could be replaced in microform format although do not receive heavy use.
- Federal and State Documents collections – Federal documents are technically on deposit and are not owned by the library, although they are insured on the library's policy. These collections are duplicated at other depository libraries or are increasingly available online. May also be replaced by microfiche.
- Local newspapers on microfilm – these should be replaceable.
- Circulating nonfiction 100s, 200s, 700s, 800s, 930-990. There are many items located at the Downtown Library that are out of print that would be difficult to replace in the Dewey categories. These should be selected on a case by case basis depending on the scale of the disaster
- Large type – goes out of print quickly
- Adult fiction – There is little that is not replaceable if it is significant
- Children's – This collection is duplicated at other branches.
- Audio Visual – with the exception of some audio cds it is largely replaceable. VHS and books on tape will not be replaced in that format.

### Business Records – Salvage Priorities

Only those original business records that are unique and that are not easily reproduced will be salvaged. Those records that have been identified for salvage are as follows:

- Bound minutes of Library Board of Trustee meetings – third floor board room
- Personnel records – administrative wing file cabinets in alcove
- Business records including vehicle titles, property deeds and property purchase records - stored in the vault in the administrative wing.

### Documentation of Materials Movement

While speed is an important factor in successful disaster recovery work it is still important to keep track of where library material, equipment, and records are located at all times. Therefore, a plan to track library material, equipment, and records moved off-site must be in place before any material/equipment leaves the disaster site.

#### Library Equipment Outbound

Equipment which leaves the disaster site, whether for disposal, repair, or storage, shall have its equipment id number, temporary location, and physical condition (no damage, slight damage, moderate damage, severe damage) recorded on a standardized form. At the end of each day all forms shall be given to the Business Manager for retention.

Vendors who are hired to conduct repairs should be informed that the equipment id tags must not be removed from equipment and must remain visible, e.g., can not be painted over.

#### Library Material Outbound

Library material which leave the disaster site, whether for disposal, repair, relocation within the library system, or storage, should have its item barcode, temporary location, and physical condition (no damage, damaged, severe damage) recorded on a standardized form. At the end of each day all forms shall be given to the Deputy Director, Support Services.

Material relocated within the library system should have its owning location changed in Horizon. Materials relocated outside the library system should have its owning location changed to a new "temporary" location or locations created in Horizon to provide an accurate holding location.

#### Library Records Outbound

Library records which leave the disaster site for temporary relocation shall be provided an appropriate level of security and their temporary location shall be reported to the Library Director by the person responsible for those records.

#### Library Equipment Inbound

As equipment is returned to the library from repair or storage, its equipment id number and source must be reported to the Business Manager at the end of each day.

#### Library Material Inbound

Library material returned to the library from within the system should have its owning location changed back to the original location when that material is returned to its original location. Library material returned to the library from outside the system should have its owning location changed back to the original location if that material is returned to its original location. If the material was damaged beyond repair or a decision was made not to retain the item, the item holdings, and bibliographic record if necessary, should be deleted from Horizon following standard withdraw procedures.

#### Library Records Inbound

Library records shall not be returned to the library until appropriate level of security is available. The return of relocated library records shall be reported to the Library Director by the person responsible for those records.

## **DISASTER RESPONSE AND RECOVERY TEAMS**

Teams will be activated by the Library Director or her/his designee as necessary, depending upon the situation. The size and composition of an activated team will depend upon the type of event experienced and the extent and type of damage it has caused. The leader of each team will be responsible for delegating team assignments, coordinating work with other teams as necessary, and reporting to the Management Team. Members of the Management Team may be assigned the dual role of leader of another team. The ability of the library to respond may be impacted by the scope of the event, as regional resources may be tapped to their full capacity during a large scale event.

### Management Team

Leader:           Library Director

#### Possible Team Members:

Deputy Director, Support Services  
Manager, Downtown Library  
Manager, Business and Finance  
Manager, Human Resources  
Youth Services Coordinator  
Communications Coordinator

#### Responsibilities:

Locate and designate a control center.

    Arrange for the necessary equipment and supplies to effectively operate from the center.

Obtain initial assessment of the situation.

Determine whether branches and departments will close or will remain open; determine operating hours.

Determine staffing needs; notify staff.

Designate official spokesperson(s).

    Determine the appropriateness and scope of media statements.

    Review and approve any statements made to the media, the public and to staff.

Schedule and conduct information sessions with the Library Board, the media, library staff, city management and the public as necessary throughout the assessment and recovery process.

Monitor all phases of resumption and recovery.

    Determine reporting structure and frequency of communication between the management team and all other designated team leaders.

    Determine whether use of outside contractors is necessary and execute agreements, if any.

    Review and approve capital expenditures.

    Consider legal and liability issues.

Contact insurance provider(s).

    Clarify requirements regarding documentation, determination of loss, etc.

Remain in contact with all employees (and/or their families) who sustained injuries.

    Provide information about insurance contacts/coverages (medical, employee assistance program, life, disability, worker's compensation, etc.).

Continue to provide status information to all employees, but especially those whose work is affected by the incident.  
Keep union representatives informed as necessary.  
Oversee the development of plans and cost estimates to repair or rebuild facilities and to restore operations.  
Oversee the restoration process.

### Facilities Assessment and Response Team

Leader: Maintenance and Facilities Manager

Possible Team Members and Expertise:

Branch Manager at Location      Familiarity with facility  
Facilities and Maintenance Staff

Responsibilities:

Retrieve set of building plans (possibly from offsite storage location).

Turn off the water, power, gas, and any other utilities as necessary, or contact the providers to have them turned off.

Do not enter a damaged building or section of a building until it has been declared safe to do so.

Use a flashlight to see into a damaged space, never an open flame.

Do not enter an area that has been flooded until you are certain that the power is turned off.

Do not walk through standing water without protection as it may be contaminated.

Visually assess and document any damage to facilities and make initial assessment report to the Management Team

Take photographs (preferably with a digital camera) and make detailed notes regarding damage. Do not move or change anything until the damage has been documented.

Secure the building:

Secure necessary supplies.

Board up broken windows, breaches in roof and/or walls, etc. if necessary and if possible.

Take steps to protect undamaged contents.

Remove any standing water as soon as possible (may involve directing the work of library staff, or outside vendors and contractors).

Do not move or touch damaged library materials, office files, etc. unless directed to do so by the Collections & Records Assessment and Response Team Leader. May be necessary to move undamaged materials to safe storage areas.

Remove wet ceiling tiles and carpet as soon as possible (may involve directing the work of library staff, or of outside vendors and contractors).

May be necessary to move furniture and equipment to safe storage areas.

Restore climate control as soon as possible to prevent further damage.

If flooding or water damage has occurred, monitor interior humidity levels to prevent mold from developing. Dry wet areas as soon as possible using fans or, in the case of widespread water damage, ventilation equipment provided by a vendor.

If mold develops, have it tested for toxicity before allowing people into the area.

If mold develops, work with mold abatement experts to eradicate it.

Continue to monitor the environment throughout the recovery process.

Work closely with the Collections and Records Assessment and Response Team.

## Collections & Records Assessment and Response Team

Leader: Deputy Director, Support Services

### Possible Team Members and Expertise:

Branch Manager at Location Familiar with collections and building layout.  
Northwest Room Librarian Familiar with rare and unique materials & conservation methods.

Support Services Staff

### Responsibilities:

Retrieve plans designating high priority collections/records for recovery.

Work with the Facilities Assessment and Response Team to gain safe access to damaged buildings or areas.

Visually assess and document any damage to collections and important records and make initial assessment report to the Management Team.

Take photographs (preferably with a digital camera) and make detailed notes regarding damage. Do not move or change anything until the damage has been documented.

Continue to evaluate the status of damaged collections and records throughout the recovery process, and provide updated reports as necessary.

Supervise pack-out of any materials designated for salvage (may involve oversight of library staff and/or outside contractors).

Devise system to document and track materials/records packed out and their current location.

Wet materials should be loosely packed in plastic lined cardboard boxes, spine down. Boxes should be labeled with contents, if possible.

Water damaged materials must be either dried or frozen within 48 hours to prevent growth of mold.

Wet materials should be handled with care to prevent further damage.

Always wear gloves and other protective equipment, as appropriate, when handling wet or damaged materials.

Work with staff and/or outside conservators to develop a salvage plan for any high value materials that have sustained damage.

Document condition of materials designated for disposal (may involve oversight of library staff and/or outside contractors).

Document materials disposed of.

Keep the library's database updated to reflect changes to the library's collections.

May be necessary to establish a temporary worksite.

May be necessary to work with the Technology Assessment and Response Team to recover/re-establish computer operations and databases.

If databases are not accessible for a period of time, devise a system to document changes for later input.

Notify vendors regarding changes to or cancellations of outstanding orders.

## Technology Assessment and Response Team

Leader: Manager, Information Technology

### Possible Team Members and Expertise:

Information Technology Specialists Computer & telecommunication systems expertise

Librarian I, Cataloger  
Manager, Circulation Services  
Manager, Maintenance & Facilities

Integrity of library catalog  
Integrity of customer database  
Familiar with computerized HVAC systems

**Responsibilities:**

Make an initial assessment regarding system operations and restore operations where possible. Work with the Facilities Assessment and Response Team to gain safe access to damaged buildings or areas where computer and other communications equipment is located. Visually assess and document any damage to systems and/or equipment and make initial assessment report to the Management Team.

Take photographs (preferably with a digital camera) and make detailed notes regarding damage. Do not move or change anything until the damage has been documented.

Do not touch wet equipment unless you are certain that the power is turned off.

Restore operations as soon as possible.

May be necessary to obtain backups from off site storage and to re-establish operations at the designated emergency computing center.

**EMERGENCY SERVICES CONTACTS**

<u>Problem</u>	<u>Company</u>	<u>Telephone Number</u>
Alarm	ADT	1.800.238.2727
Plumbing	Gold Seal Service	509.535.5946
Windows and Sliding Doors	River City	509.532.0252
Heating and Cooling	Control Solutions NW	509.892.1121
Auto or Van	Fleet Services	509.625.7777
Electrical	Rainbow Electric	509.534.3030
Elevator	Thyssen Krupp	509.533.2701
Locks	Spokane Hardware	509.535.1663
	Spokane Safe and Lock	509.624-3152
Lawn Sprinklers	Auto Rain	509.487.3430
Fire Sprinklers	Western States	509.922.8890
Gas and Electrical Service	Avista	1.800.227.9187

**EXPERTS AND CONSULTANTS**

Water and Fire Damage Restoration, Dehumidification, Document Drying  
Purofirst of Eastern Washington  
(509) 535-4751

Commercial Freezer and Freeze Drying Unit:

Sherry Bays  
Eastern Regional Archivist  
Washington State Archives  
960 Washington Street  
Cheney, WA 99004  
(509)235-7500 x 101

Climate Controlled Storage:

Rose Krause  
Curator of Special Collections  
Northwest Museum of Arts & Culture  
2316 W 1<sup>st</sup>  
Spokane, WA 99201  
(509)363-5313

Conservators:

Gary L. Menges  
Preservation Administrator  
Allen Library University of Washington  
Box 352900  
Seattle, WA. 98195-2900  
(206) 685-1589 FAX (206)685-8727  
[menges@u.washington.edu](mailto:menges@u.washington.edu)

Gudrun Aurand – by appointment only  
360.464.7660  
[paper2book4you@yahoo.com](mailto:paper2book4you@yahoo.com)  
<http://www.paper2book4you.com/701.html>

## **INSURANCE AND INVENTORY**

The library is insured against most major forms of peril, with the exceptions of earthquake and flood coverage for buildings and building contents. Insurance deductibles are \$5,000 on buildings and personal property, \$5,000 on library materials, \$1,000 on computers and \$1,000 on the Fuller Collection. Collection and equipment inventories are maintained and will be used to document loss. Whenever library property suffers damage the Business and Finance Manager should be consulted immediately. The Business and Finance Manager will consult with insurance representatives and will oversee the claims process.

## **POST-DISASTER STRATEGIES**

Following an incident the Disaster Response and Recovery Teams will review and analyze the library's response and will make recommendations for revising plans, methods and procedures in order to streamline and otherwise improve future efforts.