Collections Disaster Response & Recovery Manual

University of British Columbia Library

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I. Primary Emergency Procedures

Remain Calm Human Safety Comes First

This manual is for recovering collections after a disaster.

For events involving:

- Fire
- Earthquake
- Hazardous Materials
- Bomb Threat
- Lockdown

Follow all instructions in the Building Emergency Response Plan

Or

Visit Risk Management Services: Emergency Procedures
http://riskmanagement.ubc.ca/

A. For Major Events

This usually involves more than 200 volumes.

Do not enter the area until the facility manager or Director of Emergency Operations (DEO) has deemed the area safe.

Initial Steps:

1. Evacuate patrons and staff from affected areas to ensure everyone's safety.
2. Notify **Building Operations Service Centre**
3. (604-822-2173).
    a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
    b. They will alert your building's Facility Manager.
4. Contact the Building Recovery Coordinator.
5. Notify the Director of Emergency Operations.
    a. It will evaluate the situation and activate the adequate Disaster Response.
6. Notify Collections Recovery Coordinator.
7. If necessary, notify Campus Security (**604-822-2222**) and ask for assistance in securing the area.

B. For Minor Events

This usually involves fewer than 200 volumes.

The following steps should be taken in the event of a collections emergency that can be handled on the premises and does not pose a threat to human safety.

Initial Steps:

1. **If needed,** evacuate patrons and staff from affected areas to ensure everyone's safety, if needed.
2. Notify **Building Operations Service Centre**
3. (604-822-2173).
    a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
    b. They will alert your building's Facility Manager.
4. Contact the Building Recovery Coordinator.
5. Notify Collections Recovery Coordinator.
6. Report the incident on the *Preservation Incident Form*: http://techserv.library.ubc.ca/divisions/preservation/preservation-forms/preservation-incident-form/

II. Emergency Numbers Quick Reference

Building Operations

Building Operations Service Centre
Emergency Tel: 604-822-2173
Email: servicecentre.buildingops@ubc.ca

Campus Security

Emergency Number and Dispatch
Tel: 604-822-2222
Non-emergency: 604-822-8609
Fax: 604-822-3541

Facilities Managers

Rob MacDonald, Mgr (Teal Zone)
David Lam Library
Education Library
I.K. Barber Centre
Koerner Library
Law Library
Xwi7xwa Library

Tel: 604-822-8832
Cell: 604-916-7584
Email: rob.macdonald@ubc.ca

Chris Skipper, Mgr (Yellow Zone)
Asian Library

Tel: 604-822-1940
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Deb Capps, Mgr (Green Zone)
Woodward Biomedical Library

Tel: 604-822-0072
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Disaster Response Team (DRT) Contacts

Director of Emergency Operations (DEO)

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Finance and Facilities
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[Deputy Director:]
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Facilities Coordinator
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Administration Coordinator (AC)

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Admin & Project Assistant
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Building Recovery Coordinator (BRC)

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Computer Systems Coordinator (CSC)

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Email: allan.bell@ubc.ca

Jim Tuckett

Documentation Coordinator (DC)

Jo Anne Newyear-Ramirez
Associate University Librarian
Collections Management
Tel: (604) 822- 2740
Email: joanne.newyear.ramirez@ubc.ca

III. Introduction

The purpose of the Collections Disaster Response & Recovery Manual for the University of British Columbia Library is to minimize collection loss in the event of a disaster. A disaster is defined here as any event causing damage or disarray to a library collection housed at any UBC Library branch. The most common and destructive force that affects libraries is water. This and other kinds of damage may occur as a result of a flood, fire, earthquake or other event.

In June 1998, the Library Processing Centre and Koerner Library both experienced floods. The cost of restoring the damaged collections was greater than $100,000.00. These two disasters were caused by mechanical failures and the severe damage afflicted to the collections occurred in a relatively short amount of time. A major earthquake is predicted to hit Vancouver in the future and it will almost certainly trigger a significant disaster in the UBC Library network.

This manual was produced in an attempt to provide some immediate assistance in the event that a disaster occurs. All staff is encouraged to familiarize themselves with the contents of this manual, make suggestions where clarification or expansion is needed, and above all to treat the matter with the concern it deserves. Additional sources used in the creation of this document, and that may be consulted for further information when time permits, are cited in the bibliography.

This manual will not answer every question that may arise and not all possible subjects are touched upon. It is limited to procedures for removal and salvage of library materials. This manual does not cover human health and safety. Useful additions will be incorporated as future supplements and consistent updates of contact people and telephone numbers will be scheduled annually.

Copies of this manual will be stored at each UBC Library branch as well as at an off-site location determined by the Director of Emergency Operations.

IV. Activating Disaster Response

In the case of a major collections disaster, after primary emergency procedures have been followed, the DEO will activate disaster response.

If the DEO cannot be reached, the first responder or designate should call the deputy DEO.

If neither the DEO nor the deputy DEO can be reached, the first responder should call any other member of the disaster response team (see below).

A. Director of Emergency Operations (DEO)

In the event of a disaster, the Director of Emergency Operations (DEO) is the first person to contact. The DEO, working with the Disaster Response Team is responsible for overall disaster response coordination, recovery operations, allocation of resources and major decision-making in the Library.

From first response through to rehabilitation and post-disaster planning, the DEO's authority takes precedence over all routine lines of command within the Library.

B. Disaster Response Team (DRT)

The Disaster Response Team (DRT) consists of the Director of Emergency Operations (DEO), a Deputy Director of Emergency Operations (DDEO) and 6 coordinators (or their designates), each with defined duties. The DEO and DDEO may also act in a coordinator's role within the DRT.

The team works to administer the entire disaster recovery process. Specific responsibilities of the DRT members are detailed in **Disaster Response Administration** of this manual. The following steps should be taken to respond to a disaster.

DRT Members:

Director of Emergency Operations	**Jean-Paul Eidsvik**
Deputy Director of Emergency Operations	**Alicia Munro**
Administration Coordinator	**Kajsa Moore**
Collections Recovery Coordinator	**Anne Lama**
Building Recovery Coordinator	**Alicia Munro**
Communications Coordinator	**Linda Ong**
Computer Systems Coordinator	**Allan Bell**
Documentation Coordinator	**Jo Anne Newyear-Ramirez**

C. Initial Actions of the DEO and DRT

The DEO will decide when it is safe to begin recovery operations.

The DEO will decide whether the recovery operations will be handled in-house, by an outside firm, or by a combination of in-house and outside personnel. Members of the DRT will undertake their duties in a coordinated operation of recovery.

After a major disaster, it is more than likely that an outside firm must be called to handle heavy or dangerous work or to deal with specific damaged materials. In this situation, library staff roles in the recovery operation will be limited.

The DRT will set priorities based on:

- The character and degree of damage
- The types of materials involved
- The kind of damage which has occurred (clear water, dirty water, smoke, etc.)
- The salvage criteria which have been established for the area affected.

V. Disaster Response Administration

The Disaster Response Team (DRT) works under the Director of Emergency Operations (DEO) to manage disaster recovery operations. The DEO is appointed by the University Librarian. The DEO will appoint appropriate Library staff to the other positions on the DRT.

The responsibilities of each member of the DRT, including the DEO, are described below, along with notes on the specific duties assigned to each member.

A. Director of Emergency Operations

Overall Disaster coordination, allocation of resources and decision-making rests with the Director of Emergency Operations (DEO).

From response through to rehabilitation and post-disaster planning, the DEO's authority takes precedence over all routine lines of command.

Responsibilities:

- Serves as head of the Disaster Recovery Team (DRT).
- Functions as chief liaison officer with the Library and University administration, and with external authorities and services.
- In conjunction with Campus authorities, ensures that the disaster scene is safe and stable prior to the start of recovery operations.
- Maintains overall responsibility for and management of the disaster scene for purposes of recovery. This includes overseeing and coordinating those responsible for the response, recovery and rehabilitation strategies and operations in conjunction with any ongoing service delivery.
- Authorizes access to affected areas for salvage process. (See Appendix: **Access Control**).
- Establishes recovery command center.

- Assesses and records extent of damage. (See Appendix: **Record Keeping**).
- Based on assessment of the disaster scene, requests labour, supplies, equipment and services needed for recovery, and allocates all resources.
- Arranges for temporary premises for Library staff, including but not limited to workspaces, telephone, computers, etc.
- Arranges for transportation, housing, etc., of damaged materials.
- Determines overall allocation of personnel and other resources.
- Oversees training of DRT officers and recovery crews.
- Handles insurance and liability issues related to the disaster. (See Appendix: **Insurance**).
- Oversees return to normal operations.

The Director may designate a Deputy at his or her discretion, and that Deputy will act as the Director in all matters.

B. **Administration Coordinator**

Responsibilities:

- Works closely with the DEO and provides assistance to him/her where required.
- Operating out of command post coordinates budget and supply.
- Tracks personnel and accounts for time spent on disaster response, salvage and recovery operations.
- Maintains an active register of who is working where and when.
- Authorizes all payments and signs vouchers for supplies, equipment and services, from on-campus or outside vendors.
- Coordinates ordering, receipt and distribution of supplies, equipment and services.
- Assists and coordinates with other members of the DRT.

Emergency Purchase Orders

In case of a major disaster, UBC Supply Management should be called (See **Contacts: University Units and Contacts**). They will initiate any necessary emergency purchase orders.

The University Librarian, the Associate University Librarian for Public Services, the Director of Finance and Facilities, and the UBC Collections Accounting and Budget Division have signing authority for all library accounts.

C. Collections Recovery Coordinator

Responsibilities:

- Assesses damage to collections and records, and determines recovery and rehabilitation strategies.
- Consults with the *Building Recovery Coordinator* and *Computer Systems Recovery Coordinator* of the sequence and methods of collections recovery, and coordinates needed activities.
- Consults and/or contracts (after approval of DEO) as necessary with professional conservators or private conservation companies for the physical treatment of library materials.
- Designates treatment areas onsite or offsite, in conjunction with the DEO.
- Establishes action priorities for collections recovery and rehabilitation.
- Establishes triage priorities for affected materials after consulting branch heads and branch triage lists. (See **Branch Specific Information: Disaster Triage List)**
- Determines requirements for collections-related supplies, equipment and services.
- Organizes teams of workers, consisting of library staff and/or volunteers, to aid in the recovery and rehabilitation process.
- Supervises pack-out teams.

- Supervises in-house cleaning, drying and other collections-related salvage treatments.
- Oversees operations of collections-related external services.
- Conducts on-site salvage training for staff and volunteers.
- Maintains list of contacts for collections-related supplies, equipment and services. (See **Contacts: Supplies, Services & Equipment Contacts**)
- Assists and coordinates with other members of the DRT.

D. Building Recovery Coordinator

Responsibilities:

- In coordination with the zone Facilities Manager, estimates damage to facility, utilities and systems and; determines recovery and rehabilitation strategies.
- Works closely with DEO to determine building access, safety and security, and ensure that all those involved in recovery operations have a safe working environment.
- Maintains security of the building and collections.
- Establishes action priorities for facility recovery and rehabilitation.
- Records known losses of physical assets and equipment.
- Determines requirements for building-related supplies, equipment and services.
- Consults with the *Collections Recovery Coordinator* and the *Computer Systems Coordinator* of the sequence and methods of building recovery, and coordinates needed activities.
- Sets up the command post, including communications equipment.
- Manages operations of command post, including: signing of volunteer waiver forms; issuing waterproof name tags; arranging for food and drink in food area.
- Manages all transportation and relocation activities, including removal of library materials from disaster site, loading and unloading of library materials, delivery

and installation of needed equipment, shipping of boxes to freezers or other storage sites.

- Organizes teams of workers, consisting of Library staff and/or volunteers, to aid in the building recovery process.
- Conducts building-related staff training.
- Issues keys and identification tags under direction of DEO.
- Oversees operations of building-related external services and closely monitors services provided by building-related UBC departments.
- Maintains contacts for building-related supplies, equipment and services. (See **Contacts: Supplies, Services & Equipment Contacts**)
- Maintains a set of up-to-date floor plans for each library branch for inclusion in the Disaster Recovery Manual. (See **Branch Specific Information : Floor Plans)**
- Assists and coordinates with other members of the DRT.
- Contacts and maintains information updates to Land and Building Operations Facilities Managers (See **Contacts: University Units and Contacts**).
- Checks and maintains the ASRS.

E. Computer Systems Recovery Coordinator

Responsibilities:

- Estimates damage to hardware, software, telecommunications, etc., and determines recovery and rehabilitation strategies.
- Makes final decisions on salvage of systems-related equipment.
- Coordinates re-establishment of systems operations, access to e-resources, etc.
- Conducts systems-related staff and volunteer training.

- Determines requirements for systems-related supplies, equipment and services.
- Maintains contacts for external systems-related supplies and services. (See **Contacts: Supplies, Services & Equipment Contacts**)
- Consults with the *Building Recovery Coordinator* and the *Collections Recovery Coordinator* on the sequence and methods of systems recovery, and coordinates needed activities.
- Oversees operations of systems-related external services.
- Assists and coordinates with other members of the DRT.

F. Communications Coordinator

Responsibilities:

- Works closely with the DEO to keep stakeholders informed regarding a disaster within the UBC Library system. (See Appendix: **Notes on Communication**).
- Manages internal communication in all forms to DRT members and the Library staff at large.
- Manages external communication in all forms to users, external emergency providers, UBC staff, etc.
- Works with *Building Recovery Coordinator* in design, set-up and operation of a communications Centre.
- Determines requirements for communications-related supplies, equipment and services.
- Supervises communications-related staff training.
- Deals with all media inquiries. (See Appendix: **Handling PR**).
- Arranges media announcements.
- Receives and disseminates information from reports provided by DEO.
- Organizes and supervises a team of workers, consisting of Library staff and/or volunteers, to aid in the communication process.

- Solicits volunteers to help with recovery as requested by the DEO.
- Thanks and acknowledges people who have participated in the recovery.
- Assists and coordinates with other members of the DRT.

G. Documentation Coordinator

Responsibilities:

- Works with DEO and other DRT members to record decisions made and actions taken during recovery operations. (See Appendix: **Notes on Documentation**).
- Manages technical services operations related to identifying and recording the status of affected materials.
- Oversees documentation, in photographs and in writing, concerning:
    - The nature and extent of damage to collections, facilities, equipment and furnishings, especially for insurance purposes, in conjunction with *Building Recovery Coordinator*.
    - Actions taken during recovery, salvage, rehabilitation and restoration operations, including relocation of collections and records, treatments performed, etc., in conjunction with *Collections Recovery Coordinator.*
    - Staff and volunteer training operations.
- Determines requirements for documentation-related supplies, equipment and services.
- Maintains records on all damaged materials for evaluation and insurance purposes.
- Oversees operations of documentation-related external services.
- Assists and coordinates with other members of the DRT.
- Organizes a team of workers, consisting of Library staff and/or volunteers, to aid in the documentation process.

VI. Water Incident Collection Response Procedures

A. For Major Events Involving Water

This usually involves more than 200 volumes.

Do not enter a flooded area until maintenance and service electricians have disconnected the electricity—there is extreme danger of shock and eloctrocution.

Initial Steps:

1. Evacuate patrons and staff from affected areas to ensure everyone's safety.
2. Notify Building Operations Service Centre (**604-822-2173**).
    a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
    b. They will alert your building's Facility Manager.
3. Contact the Building Recovery Coordinator.
4. Notify the Director of Emergency Operations.
5. Notify Collections Recovery Coordinator.
6. If necessary, notify Campus Security (**604-822-2222**) and ask for assistance in securing the area.

B. For Minor Events Involving Water

This usually involves fewer than 200 volumes.

The following steps should be taken in the event of a water emergency that can be handled on the premises and does not pose a threat to human safety.

Initial Steps:

1. Notify Building Operations Service Centre Maintenance Requests (**604-822-2173**).
    a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
    b. They will alert your building's Facility Manager.
2. Contact the Building Recovery Coordinator.
3. Notify Collections Recovery Coordinator.
4. Report the incident on the Preservation Incident Form: http://techserv.library.ubc.ca/divisions/preservation/preservation-forms/preservation-incident-form/

Water from above:	Water from below:
1. Cover the stacks with the plastic sheeting from your emergency supplies. Extend cover to protect nearby items that might be affected if the condition spreads. 2. Remove items from shelves to clean, dry area.	1. Remove items from affected or threatened shelves—including higher and nearby items that might be affected if the condition spreads—to a clean, dry area or to higher shelves.

C. Area Recovery Operations

Once the primary procedures have been completed, begin the secondary procedures with the assistance of the building's facility manager.

Determining Source of Water

1. In dealing with any situation involving water, it is important to determine the source of the water involved.
2. Different types of water cause different types of damage and pose different degrees of threat to both Library staff and materials.
3. Water may also obscure live electrical equipment or circuits in the affected area.

Treat all incidents involving water with suspicion. Do not act until you are sure that the area is safe.

The following table illustrates the likely sources of water in a library building and their attendant hazards:

Water Source	Heat	Dirt	Sewage	Other Contaminants
Domestic Water	✓			
Domestic Sewer			✓	✓
Heating System	✓			✓
Fire Sprinkler				✓
Leaks (Rain)		✓		✓
Groundwater		✓	✓	✓

If dealing with a contaminated water situation (dirt, sewage or other contaminants), wear appropriate personal protective equipment when handling affected materials.

Control the Environment

1. Contact Building Operations who will make every effort to reduce the temperature of the affected area to 18°C (65°F) or lower.
    a. Open doors and windows if necessary.
2. Coordinate with Building Operations for the removal of standing water.
3. If the relative humidity (RH) in the area is near or above 50%, contact the Building Recovery Coordinator to communicate with the corresponding contractor to provide dehumidifiers.

Note: Raising the temperature will not reduce the humidity.

4. Ensure that air circulates.
    a. Use fans and remove plastic sheeting from shelves once the water hazard has passed.
    b. Custodial Assistance (via “Building Operations Service Centre Maintenance Requests”), can supply fans and begin clean-up.
5. Obtain thermometers and hygrometers to monitor the environment.

D. Materials Recovery Operations

Once the water has been contained begin these disaster recovery operations.

Process Overview

The disaster recovery process will follow four basic steps:

1. Remove materials from stacks to a safe, dry area.
2. Decisions on retention and treatment of affected materials.
3. Initial and in-house treatment.
4. Transfer or discarding of materials as applicable.

General Guidelines

- Materials should be removed from standing water as soon as possible.
    - Paper-based items will incur further damage as water wicks into the paper.
    - Also, removing wet materials will help to reduce the relative humidity.
- After following the removal order in Section XII (Removal of Damaged Materials), treat the wettest materials first and then the partially wetted, followed by the damp.
    - If materials higher up on the Disaster Triage List (See: **Branch Specific Information: Disaster Triage List**) are affected, these items may need to be given first priority.
- Treatment of wet paper-based items should be given priority over wet film or magnetic tape (except if the film or tape has been contaminated by sewage, mud, sea water, etc.)
- Wet coated paper must not be allowed to dry.
    - These items must be frozen immediately in order to be salvaged (See Section E for further treatment information).

- Wet photographs and magnetic tapes must not be allowed to dry (See Section E for further treatment information).
- Wet items should not be piled or stacked as the excess weight caused by the water will damage the materials further.
- Do not write directly on wet materials.
    - Also, do not use staples, paper clips, adhesives or pressure-sensitive tapes.

Note: Portions of this section were taken from An Ounce of Prevention by Wellheiser and Scott.

E. General Treatment

Air Drying

Air drying of wet materials is possible if numbers are modest and a large number of staff is available. Desirable drying conditions are 30 – 35% relative humidity with a temperature of 21 - 25°C (70 - 77°F). Mechanical air circulators should be kept running constantly.

1. It is preferable to dry books by carefully opening them and standing them on their ends.
2. Sheets of blank newsprint may be placed between the fly-sheets and covers, which usually contain the most moisture. Elsewhere interleaving should be commenced initially about every 25 pages, the sheets changed as often as thought necessary. **Interleaving should not exceed one-third the total thickness of the book.**
3. If book jackets have been laminated and attached to volumes for cosmetic purposed they should be removed and discarded. Undetected amounts of moisture they may harbour can cause later warping and moulding of the book covers.

Vacuum Drying

This is a possible treatment both as a first process or following freezing. It is time consuming and therefore a costly procedure and should not be used for water logged material as too rigorous water extractions may be damaging.

1. Coordinate with the Collection Recovery Coordinator and Building Recovery Coordinator for the appropriate procedure and equipment.

Cleaning & Washing

Ideally, cleaning should be done before freezing occurs. However, it should be postponed if freezing the bulk of the affected material is delayed.

1. Mud deposits on material which will not be further damaged by water may be washed off in clean, cool running water, **but must not be attempted with opened books**.
2. Do not use force to remove difficult dirt; this is better left until the books have been dried. Instead, hold each volume in turn under water, removing as much mud/soot as possible with a sponge using a gentle, dabbing motion.
3. If a more thorough cleaning procedure is required, a series of 6-8 tanks (possibly garbage cans) each with its own source of running water should be set up in a well-drained area.
4. Books should be passed from tank to tank with the same gentle sponging operation being repeated in each tank.
5. They should then be rinsed with a fine spray of clean water.
6. After the books have been washed, some of the excess water may be squeezed out manually. **Use your hands only – do not use mechanical presses.**

Freezing

Freezing is an effective way of suspending mould growth and the diffusion of water-soluble components in books. For minor events, books can be frozen in freezers in Irving K. Barber Centre and then sent for conservation treatment.

If the quantity of wet library books is larger than can be completely salvaged within the next 12 hours, it should be frozen without delay. Priority will be given to the most valuable items.

General Priority for Freezing:

- Materials which have already developed mould
- Leather and vellum-bound volumes
- Materials on coated stock
- Photographic prints
- Journal and monograph volumes

F. Special Materials Treatment

Leather & vellum bindings

- Immediately dry; or freeze if there are many books.
- Do not open or close, do not separate covers.
- Separate with freezer paper and pack spine down in a milk crate or a cardboard box, one layer deep.
- Air dry.

Books & periodicals with coated papers

- Immediately freeze or dry.
- Do not open or close, do not separate covers.
- Keep wet and pack spine down in containers lined with garbage bags.
- Freeze drying is preferred. Air dry by fanning pages and interleaving.

G. Salvage at a Glance

	Material	*Priority*	*Handling Precautions*	*Packing Method*	*Drying Method*
Paper Documents & Manuscripts					
	Stable media	Freeze or dry within 48 hours.	Don't separate single sheets.	Interleave between folders and pack in milk crates or cartons.	Air, vacuum, or freeze dry.
	Soluble inks (felt pens, coloured pens, ball point pens)	Immediately freeze or dry.	Do not blot.	Interleave between folders and pack in milk crates or cartons.	Air or freeze dry.
Maps & Plans					
	Stable media	Freeze or dry within 48 hours.	Use extra caution if folded or rolled.	Pack in map drawers, bread trays, flat boxes, on heavy cardboard or poly covered plywood.	Air or freeze dry.
	Soluble media Maps and plans by photoreproductive processes Hand coloured maps	Immediately freeze or dry.	Do not blot.	Interleave between folders and pack as above.	Air or freeze dry.
	Drafting linens	Immediately freeze or dry.	Avoid pressure - inks can smear away.	Pack like maps in containers lined with plastic.	Air or freeze dry. Air dry by separating sheets and interleaving.
	Maps on coated papers	Immediately freeze or dry.		Pack like maps in containers lined with plastic.	Freeze drying preferred.
Books					
	Books and pamphlets	Freeze or dry within 48 hours.	Do not open or close, do not separate covers.	Separate with freezer paper, pack spine down in milk crate or cardboard box 1 layer deep.	Air, vacuum, or freeze dry.
	Leather and vellum bindings	Immediately dry; or freeze if many books.	Do not open or close, do not separate covers.	Separate with freezer paper, pack spine down in milk crate or cardboard box 1 layer deep.	Air dry.
	Books and periodicals with coated papers	Immediately freeze or dry.	Do not open or close, do not separate covers.	Keep wet; pack spine down in containers lined with garbage bags.	Freeze drying preferred. Air dry by fanning pages and interleaving.

Parchment & Vellum Manuscripts					
		Immediately freeze or dry.		Interleave between folders. Pack oversize materials flat.	Air or freeze dry. Do not freeze dry gilded or illuminated manuscripts.
Works of Art on Paper					
	Prints and drawings with stable media	Freeze or dry within 48 hours.	Don't separate single sheets.	Interleave between folders and pack in milk crates or cartons.	Air, vacuum, or freeze dry.
	Oversize prints and drawings	Freeze or dry within 48 hours.	Use extra caution if folded or rolled.	Pack in map drawers, bread trays, flat boxes, on heavy cardboard or poly covered plywood.	Damp - air or freeze dry. Wet - freeze drying preferred.
	Framed prints and drawings	Freeze or dry within 48 hours.	Handle with care - glass.	Unframe if possible, then pack as above.	Once unframed and unmatted, air or freeze dry.
	Soluble Media Watercolors, soluble inks, and hand colored prints	Immediately freeze or dry.	Do not blot.	Interleave between folders and pack in milk crates or cartons.	Air or freeze dry.
	Coated papers (e.g., posters)	Immediately freeze or dry.		Keep wet in containers lined with garbage bags.	Freeze drying preferred. Air dry by separating pages and interleaving.
Paintings					
		Immediately dry.	Drain and carry horizontally.	Face up without touching paint layer	Air dry. See Instructions.
Computer Media					
	Tapes	Immediately rinse off tapes soaked by dirty water. Dry within 48 hours if paper boxes and labels; otherwise, tapes can stay wet for several days. Do not freeze.	Do not touch magnetic media with bare hands. Handle open reel tapes by hubs or reel.	Keep tapes wet in plastic bags. Pack vertically in plastic crate or tub.	Air dry or test vacuum drying without heat.
	Floppy Disks	Immediately pack. Do not freeze.	Do not touch disk surface with bare hands.	Keep wet. Pack vertically in plastic bags or tubs of cold water.	Air dry.
Compact Discs & CD ROMs					
		Immediately dry discs. Dry paper enclosures	Do not scratch the surface.	Pack vertically in crates or cardboard cartons.	Air dry.

		within 48 hours.			
Sound and Video Recordings					
	Sound and Videotapes	Immediately rinse off tapes soaked by dirty water. Dry within 48 hours if paper boxes and labels; otherwise, tapes can stay wet for several days. Do not freeze.	Do not touch magnetic media with bare hands.	Keep tapes wet in plastic bags. Pack vertically in plastic crate or tub.	Air dry or test vacuum drying without heat.
	Shellac and Acetate Discs	Immediately dry. Dry enclosures within 48 hours.	Discs are very fragile. Hold discs by their edges. Avoid shocks.	Pack vertically in ethafoam-padded crates.	Air dry, preferably with a record cleaning machine.
	Vinyl Discs	Dry within 48 hours. Freezing is untested; if it is necessary, freeze at above -18° C (0° F). Freeze or dry enclosures within 48 hours.	Hold discs by their edges. Avoid shocks.	Pack vertically in ethafoam-padded crates.	Air dry, preferably with a record cleaning machine.
Black & White Prints					
	Albumen prints	Freeze or dry within 48 hours.	Do not touch binder with bare hands.	Interleave between groups of photographs.	Air dry; thaw and air dry.
	Matte and glossy collodion prints	Freeze or dry within 48 hours.	Avoid abrasion. Do not touch binder with bare hands.		Air dry; thaw and air dry; or freeze dry.
	Silver gelatin printing out and developing out papers	Freeze or dry within 48 hours.	Do not touch emulsion with bare hands.	Keep wet. Pack in plastic bags inside boxes.	Order of preference: 1) Air dry, 2) thaw and air dry, 3) freeze dry. Do not vacuum dry.
	Carbon prints and Woodburytypes	Immediately freeze or dry.	Handle carefully - swelling of binder.	Horizontally.	Air dry or thaw and air dry.
	Photomechanical prints (e.g., collotypes, photogravures) **Cyanotypes**	Freeze or dry within 48 hours.	Do not separate single sheets.	Interleave every 2" and pack in boxes or crates.	Air dry or freeze dry.
Color Photographs					

	Dye transfer prints	Package to prevent damage - recovery rate is poor. Immediately dry.	Do not touch emulsion.	Transport horizontally.	Air dry face up.
	Chromogenic prints and negatives	Freeze or dry within 48 hours.	Do not touch binder with bare hands.	Keep wet. Pack in plastic bags inside boxes.	Order of preference: 1) Air dry, 2) thaw and air dry, 3) freeze dry. Do not vacuum dry.
Cased Photographs					
	Ambrotypes Pannotypes	Recovery rate is low. Immediately dry.	Handle with care - glass supports and extremely fragile binder.	Horizontally in a padded container.	Air dry face up. Never freeze.
	Daguerreotypes	Immediately dry.	Handle with care - fragile surface, cover glass.	Horizontally in a padded container.	Air dry face up. Never freeze.
	Tintypes	Immediately dry.	Handle with care - fragile binder.	Horizontally.	Air dry. Never freeze.
Negatives					
	Wet collodion glass plates	Recovery rate is low. Immediately dry.	Handle with care - glass supports and fragile binder.	Horizontally in a padded container.	Air dry face up. Never freeze.
	Gelatin dry plate glass negatives	Freeze or dry within 48 hours.	Handle with care - glass.	Keep wet. Pack in plastic bags, vertically in a padded container.	Air drying preferred; or thaw and air dry; freeze dry.
	Deteriorated nitrates with soluble binders	Immediately freeze or dry. Recovery rate may be low.	Do not blot.	Horizontally.	Air dry; thaw and air dry; test freeze drying.
	Deteriorated acetates	Immediately freeze or dry. Recovery rate is low.	Handle carefully - swelling of emulsion.	Horizontally.	Air dry; thaw and air dry; test freeze drying.
	Polyester based film, nitrates and acetates in good condition	Freeze or dry within 48 hours.	Do not touch emulsion with bare hands.	Keep wet. Pack in small plastic bags inside boxes.	Order of preference: 1) Air dry, 2) thaw and air dry, 3) freeze dry. Do not vacuum dry.

Transparencies					
	Lantern slides, silver gelatin	Freeze or dry within 48 hours.	Handle with care - loose binding tapes and glass.	Vertically in a padded container.	Air drying preferred; thaw, and air dry.
Color Transparencies					
	Additive color transparencies (most are glass) Autochromes, Agfacolor, Dufaycolor	Package to prevent damage - recovery rate is very poor. Immediately dry.	Handle with care - loose binding tapes and glass.	Horizontally in a padded container.	Air dry. Never Freeze
	Chromogenic color transparencies Mounted color slides and sheet films	Freeze or dry within 48 hours.	Handle by mounts or edges.	Keep wet. Pack in plastic bags inside box.	Order of preference: 1) Air dry in mounts if possible, 2) thaw and air dry, 3) freeze dry. Do not vacuum dry.
Motion Pictures					
		Rewash and dry within 48 hours.		Keep wet. Pack in plastic pails or cardboard cartons lined with garbage bags.	Arrange with a film processor to rewash and dry.
Microforms					
	Microfilm rolls	Rewash and dry within 48 hours.	Do not remove from boxes; hold carton together with rubber bands.	Keep wet. Pack (in blocks of 5) in a cardboard box lined with garbage bags.	Arrange with a microfilm processor to rewash and dry.
	Aperture cards	Freeze or dry within 48 hours.		Keep wet. Pack in plastic bags inside boxes.	Air dry, or thaw and air dry.
	Jacketed microfilm	Freeze or dry within 48 hours.		Keep wet. Pack in plastic bags inside pail or box.	Air dry, or freeze, thaw and air dry.
	Diazo and vesicular microfiche	Freeze or dry within 48 hours.		Interleave between envelopes and pack in milk crates or cartons.	Air dry, or freeze, thaw and air dry.

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VII. Mould Incident Collection Response Procedures

A. For Major Events Involving Mould

This usually involves more than 200 volumes.

Do not enter the area until the facility manager or DEO has deemed the area safe.

Initial Steps:

1. Evacuate patrons and staff from affected areas to ensure everyone's safety.
2. Notify Building Operations Service Centre (**604-822-2173**).
    a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
    b. They will alert your building's Facility Manager.
3. Contact the Building Recovery Coordinator.
4. Notify the Director of Emergency Operations.
5. Notify Collections Recovery Coordinator.
6. If necessary, notify Campus Security (**604-822-2222**) and ask for assistance in securing the area.

B. For Minor Events Involving Mould

This usually involves fewer than 200 volumes.

The following steps should be taken in the event of a collections emergency that can be handled on the premises and does not pose a threat to human safety.

Initial Steps:

1. Notify Building Operations Service Centre (**604-822-2173**).
    a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
    b. They will alert your building's Facility Manager.
2. Contact the Building Recovery Coordinator
    a. They will contact Risk Management Services.
3. Notify Collections Recovery Coordinator
4. Report the incident on the Preservation Incident Form: http://techserv.library.ubc.ca/divisions/preservation/preservation-forms/preservation-incident-form/

C. Area Recovery Operations

Once the primary procedures have been completed, begin the secondary procedures with the assistance of the building's facility manager.

If there is water present follow the Water Incident Response Procedures.

Determining Type of Mould

Mould can be active or inactive. Mould is unlikely to be active if conditions are dry. Active mould will be fuzzy and three-dimensional. Do not bag items with active mould. Inactive mould is dry and powdery. Small quantities of items with inactive mould can be bagged.

Do not handle items with evidence of mould without proper personal protective equipment.

Do not begin handling large quantities of mould-infested materials until the mould has been tested and identified.

The facilities manager should collect and send, as early as possible a sample of the mould (or samples if more than one type is present) to a mycologist or a mould inspection agency for identification. (See **Contacts: Supplies, Services & Equipment Contacts: Mould Testing**). Most types of mould can be handled by people equipped with gloves and masks; some are more noxious, however, and demand additional precautions. Do not begin handling large quantities of mould-infested materials until the identification is complete and have been authorized to do so.

Control the Environment

Mould will begin to develop in a water damaged area within 48 hours. Temperature and humidity control are crucial in preventing mould from forming or spreading in damp or wet materials.

1. Contact Building Operations who will make every effort to reduce the temperature of the affected area to 18°C (65°F) or lower.

    b. Open doors and windows if necessary.

2. If the relative humidity (RH) in the area is near or above 50%, contact the Building Recovery Coordinator to communicate with the corresponding contractor to provide dehumidifiers.

Note: Raising the temperature will not reduce the humidity.

5. Ensure that air circulates.

    a. Use fans and remove plastic sheeting from shelves once the water hazard has passed.

    b. Custodial Assistance (via “Building Operations Service Centre Maintenance Requests”), can supply fans and begin clean-up.

6. Obtain thermometers and hygrometers to monitor the environment (See **Contacts: Supplies, Services & Equipment Contacts**: **Humidity Sensors**).

D. Materials Recovery Operations

Anyone working with mould-infested materials must always wear personal protective equipment appropriate to the type of mould.
Training and yearly testing are required and coordinated by UBC Risk Management Services

Process Overview

The disaster recovery process will follow four basic steps:

1. Decide whether to treat materials on the shelves or remove from shelves.
    a. If over 200 items, treat the whole room or section.
    b. If less than 200 items, remove materials from shelves.
2. If removing from shelves, immediately transfer affected materials to an isolation room. If there is any risk of spores spreading to unaffected areas, the materials should be wrapped in plastic bags during the move. If not removing from shelves isolate the affected area so the mould does not spread.
3. Have affected areas thoroughly cleaned and sterilized, including climate control systems if possible.
4. A conservator should be consulted on the treatment and restoration of the damaged materials.

General Guidelines

- Clear the floor first and then go to the top-most affected shelf.
    - Move in order of top to bottom for each bay and left to right for each shelf and range.

E. Treatment

There are different treatments available for both active and inactive mould. Freezing and vacuuming are the most common methods. A conservator should be consulted on the treatment and restoration of the damaged materials.

F. Building Remediation

The Building Recovery Coordinator with Building Operations and Risk Management Services will facilitate mould remediation in the building with a contractor.

VIII. Fire Incident Collection Response Procedures

A. For Major Events Involving Fire

This usually involves more than 200 volumes.

Do not enter the building until it has been deemed safe to do so by Building Operations.

Initial Steps:

1. Evacuate patrons and staff from affected areas to ensure everyone's safety.
2. Notify Building Operations Service Centre (**604-822-2173**).
    a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
    b. They will alert your building's Facility Manager.
3. Contact the Building Recovery Coordinator.
4. Notify the Director of Emergency Operations.
5. Notify Collections Recovery Coordinator.
6. If necessary, notify Campus Security (**604-822-2222**) and ask for assistance in securing the area.

B. For Minor Events Involving Fire

This usually involves fewer than 200 volumes.

The following steps should be taken in the event of a collections emergency that can be handled on the premises and does not pose a threat to human safety.

Initial Steps:

1. Notify Building Operations Service Centre (**604-822-2173**).
    a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
    b. They will alert your building's Facility Manager.
2. Contact the Building Recovery Coordinator.
3. Notify Collections Recovery Coordinator.
4. Report the incident on the Preservation Incident Form: http://techserv.library.ubc.ca/divisions/preservation/preservation-forms/preservation-incident-form/

C. Area Recovery Operations

Once the primary procedures have been completed, begin the secondary procedures with the assistance of the building's facility manager.

Library staff will likely be barred from entering any area which has sustained fire damage. The area may be closed for several hours or for several days, depending on the nature and extent of the damage and any subsequent investigation. If arson is suspected the area will be considered a crime scene, and only Fire Department and RCMP investigators will be allowed access. It is the responsibility of the DEO to represent the Library's interests in any discussions with the authorities.

Control the Environment

Once the Fire Department has determined that there is no further risk of fire, the DEO and Building Recovery Coordinator will contact Building Operations. Careful attention is required to prevent injuries caused by falling debris, exposed electrical cabling, unstable ceilings, floors, etc. The DEO will institute a "buddy system" to ensure that people work together at all times. Appropriate safety equipment will be distributed before work commences. The Administration Coordinator must maintain an accurate register of who is working where and when.

D. Materials Recovery Operations

Anyone who encounters an area or situation he/she considers potentially dangerous should leave immediately and report it to the DEO. Clear any workers out until the situation has been properly assessed.

Recovery operations can only commence once the area has been determined safe.

Items in the collection will likely suffer one or more types of damage such as severe incineration, scorching or other partial heat damage, smoke and soot damage, water damage or falling damage. Appropriate care must be taken to handle items according to the type of damage they have suffered and according to their physical makeup.

Follow the Water Incident Response Procedures for any materials with water damage.

Process Overview

The disaster recovery process will follow four basic steps:

1. Remove all wet materials from stacks to a safe, dry area.
    a. Materials that only have smoke and/or soot damage should be handled as little as possible, ideally be left on the shelf, and vacuumed.
    b. Sort the materials as they are removed based on the type of damage.
2. Decisions on retention and treatment of affected materials.
3. Initial and in-house treatment.
    a. Fire damaged materials with soot or dirt should be washed in a dunk line before being packed.
4. Transfer or discarding of materials as applicable.

General Guidelines

- Clear the floor first and then go to the top-most affected shelf.
    - Move in order of top to bottom for each bay and left to right for each shelf and range.
- Workers should avoid touching anything in a burned area without proper gloves for two reasons:
    - The residue on the item may be hazardous to humans.
    - Oil from human skin will cause soot to bond indelibly to most paper-based items.

E. **Treatment**

Little can be done to materials that have been severely burned. However:

- Charred edges of books may be trimmed and covers can be replaced.
- Tape reels and cassette housing can also be replaced.
- Soot can be vacuumed from tapes or cassettes.
- If items have been exposed to extreme heat and are also wet, they must be assumed to be particularly fragile. Additional physical support is likely necessary.

Smoke is very penetrating and therefore deposits may have formed inside or outside of undamaged materials.

Likely, it will require less time, effort and money to replace burned items rather than treating them. When replacement of rare items cannot occur, reformatting for access may be an option.

The Collections Recovery Coordinator will advise on any additional fire procedures.

IX. Earthquake Incident Response Procedures

A. For Major Events Involving an Earthquake

This usually involves more than 200 volumes.

Do not enter the building until it has been deemed safe to do so by Building Operations.

Initial Steps:

1. Evacuate patrons and staff from affected areas to ensure everyone's safety.
2. Notify Building Operations Service Centre (**604-822-2173**).
    a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
    b. They will alert your building's Facility Manager.
3. Contact the Building Recovery Coordinator.
4. Notify the Director of Emergency Operations.
5. Notify Collections Recovery Coordinator.
6. If necessary, notify Campus Security (**604-822-2222**) and ask for assistance in securing the area.

B. For Minor Events Involving an Earthquake

This usually involves fewer than 200 volumes.

The following steps should be taken in the event of a collections emergency that can be handled on the premises and does not pose a threat to human safety.

Initial Steps:

1. Notify Building Operations Service Centre (**604-822-2173**).
    a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
    b. They will alert your building's Facility Manager.
2. Contact the Building Recovery Coordinator.
3. Notify Collections Recovery Coordinator.
4. Report the incident on the Preservation Incident Form: http://techserv.library.ubc.ca/divisions/preservation/preservation-forms/preservation-incident-form/

C. Area Recovery Operations

Do not enter the building until it has been deemed safe to do so by Building Operations.

If there is water present follow the Water Incident Response Procedures.

1. After the building has been declared safe by Building Operations, a library inspection should be scheduled.

2. Building operations, as part of the assessment will include a structural assessment of the shelving. Resist the temptation to start salvage efforts before this.

3. Make it known that everyone will have to help re-shelve if the effects of an earthquake are that all the books are on the floor.

4. See ***Water Incident Response Procedures***, ***Mould Incident Response Procedures,*** *and* ***Fire Incident Response Procedures*** as applicable, for instructions for specific damage recovery.

D. Materials Recovery Operations

Anyone who encounters an area or situation he/she considers potentially dangerous should leave immediately and report it to the DEO. Clear any workers out until the situation has been properly assessed.

Process Overview

The disaster recovery process will follow four basic steps:

1. Remove materials from stacks to a safe area.
2. Decisions on retention and treatment of affected materials.
3. Initial and in-house treatment.
4. Transfer or discarding of materials as applicable.

General Guidelines

- Clear the floor first and then go to the top-most affected shelf.
    - Move in order of top to bottom for each bay and left to right for each shelf and range.

E. Treatment

Materials will need to be inspected for various types of damage. Materials may have water damage, be dirty, have structural damage, and perhaps even mould or insect damage depending on the time between the incident and recovery. Where possible, each item should be inspected and sorted based on type of damage. Then follow the appropriate treatment steps outlined in the applicable Incident Response Procedures.

X. Insect Incident Response Procedures

A. For Events Involving Insects

The following steps should be taken in the event of a collections emergency that can be handled on the premises and does not pose a threat to human safety.

Initial Steps:

1. Contact Building Operations, they will provide remediation and contact external pest control professional.

2. Place any affected materials in plastic Ziploc bags if less than 200 volumes. If more than 200 volumes are affected and on the shelf, leave them on the shelf. If you spot an insect, whether alive or dead, attempt to capture the insect.

3. Send the sample of the insect to the Library Conservator.

If the insect is in a book put the book in a Ziploc bag and send the whole package to the Library Conservator.

4. Report the incident on the Preservation Incident Form: http://techserv.library.ubc.ca/divisions/preservation/preservation-forms/preservation-incident-form/

If you suspect an infestation:

1. Notify Building Operations Service Centre (**604-822-2173**).
    a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
    b. They will alert your building's Facility Manager.
2. Contact the Building Recovery Coordinator.
3. Notify the Director of Emergency Operations.
4. Notify Collections Recovery Coordinator.
5. If necessary, notify Campus Security (**604-822-2222**) and ask for assistance in securing the area.

B. Area Recovery Operations

Once the primary procedures have been completed, begin the Area Recovery Operation procedures with the assistance Building Operations and second party contractor

After a disaster of any size, it is vital to keep the area as clean as possible to prevent an insect infestation. Insects are primarily drawn to damp, dirty and dark areas. Common insects that attack library and archival collections are silverfish, cockroaches, booklice, carpet beetles and other species of beetles. Many insects thrive in the same conditions as mould growth (see ***Mould Incident Response Procedures***). Once insects have moved in, they are often difficult to eliminate.

Building Operations will determine the best avenue for insect control and will focus on either the affected items themselves or the space where the items are located.

C. Treatment

There are two main types of treatment for an insect infestation: Non-Chemical and Chemical. Non-Chemical techniques will require removing materials from the shelves. Chemical techniques will be applied to the area and will require keeping materials on the shelves. Therefore, the treatment should be decided before items are removed from the shelves.

Insect Treatments: Non-Chemical

Freezing is an inexpensive, non-chemical method. For these reasons, it can be an attractive method for insect control.

- Books, paper, leather, wood and some photographs can be frozen (see Water Incident Response Procedures for more information on what can be frozen).
- Double-bag infested materials in polyethylene bags and seal.
- Freeze the materials at -20°C or below for at least 48 hours.
- To reduce condensation, remove the frozen materials from the freezer and let them thaw out and warm to room temperature *before* unwrapping.
- Items may need to be vacuumed after freezing.

Insect Treatments: Chemical

Chemicals should only be used to eradicate an insect infestation if all other non-chemical methods have been exhausted. The treatments can be complex, difficult to administer and harmful to collections, staff, and patrons. Firms specializing in fumigation must be licensed. However, this does not mean that the company is familiar with library collections and how they should be handled. Contact the Canadian Conservation Institute or a professional conservator for more information (See **Contacts: Supplies, Services & Equipment Contacts: Disaster Recovery Advice, Assistance**).

D. Materials Recovery Operations

Materials should be moved only if non-chemical treatments are pursued.

Process Overview

The disaster recovery process will follow four basic steps:

1. Decisions on retention and treatment of affected materials.
2. Remove materials from stacks to a safe area.
3. Initial and in-house treatment.
4. Transfer or discarding of materials as applicable.

General Guidelines

- Clear the floor first and then go to the top-most affected shelf.
    - Move in order of top to bottom for each bay and left to right for each shelf and range.

XI. Treatment and Transfer Guidelines for Manuscripts and Archival Materials

Manuscripts and archival materials, in particular those collections and fonds housed at Rare Books and Special Collections, pose two considerable problems for disaster recovery. First, their component materials may be very diverse. Archival holdings may, potentially, contain any known type of medium (see above sections) including paper, parchment, photographs, video and film, artifacts, etc. Second, the order in which they are stored must be maintained (principle of original order), and after a fire or flood, this may be nearly impossible. Every attempt should be made to keep original order when handling archival materials. If this is not possible, an accurate log or record book should be kept as the materials are removed or handled.

For these reasons, it is essential that only staff members who are familiar with a collection or fonds (both its content and arrangement) be allowed to work with the damaged materials.

Perhaps the most critical documents relating to archival fonds are the finding aids.

XII. Removal of Damaged Materials

Remove first:

- Materials at the head of the Disaster Triage List for the affected area.
- Wet materials lying on the ground.
- Wet or damp materials on shelves unless mould is forming (See ***Mould Incident Response Procedures***).
- Undamaged materials likely to be at risk if left in that environment:
    - Leather, parchment and vellum-bound materials.
    - Artifacts, manuscripts, prints, drawings, maps, and books with water-soluble components (e.g. inks, watercolours, etc.).
    - Materials printed on coated paper which could congeal.
    - Other sensitive or fragile materials.

Procedure:

1. Starting from the nearest accessible point, remove materials to the designated sorting/packing area (to be determined by the Collections Recovery Coordinator).
2. Clear the floor first and then go to the top-most affected shelf.
    a. Move in order of top to bottom for each bay and left to right for each shelf and range.
3. If possible, remove materials in the exact order and condition in which they were found.
4. Use extreme care in handling materials to avoid causing further damage:
    a. Do not close an open book or open a closed one.
    b. Do not roll, fold, flatten or separate loose, single sheet or oversize materials.

5. All materials should be moved by a combination of human chains and each chain should consist of:

    a. A team of removers.

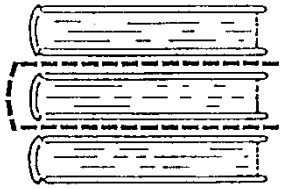
    b. A team of sorters directed by a knowledgeable bibliographer who will divert materials for treatment on the basis of type and extent of damage (Collections Recovery Coordinator or Library Branch Head).

    c. A team of record keepers led by the Documentation Coordinator.

    d. The number of people in each team should be balanced to create an even workflow and prevent bottlenecks.

XIII. Preparing Materials for Transfer

Wrapping Books



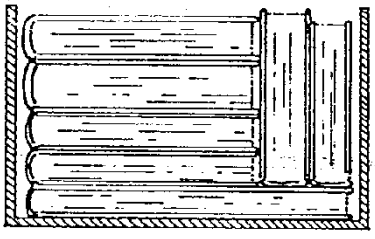
1. Wrap bound volumes in freezer paper, wax paper, plastic wrap, or silicone paper so that the books won't stick together. Volumes can then be placed in freezer bags.
2. Keep sheet material (e.g. manuscripts, records, unframed prints and drawings etc.) in sections no more than 2" thick with a base support (.128 board).

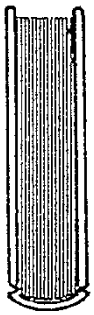
Packing Books

Books should be boxed either flat or spine down to minimize damage to binding and costly repairs. Pack books of the same size next to one another to minimize warping. Do not stack boxes over three high as they tend to collapse once the cardboard box absorbs water from the wet books. Shrink wrap the stacked boxes onto skids to minimize transit damage.

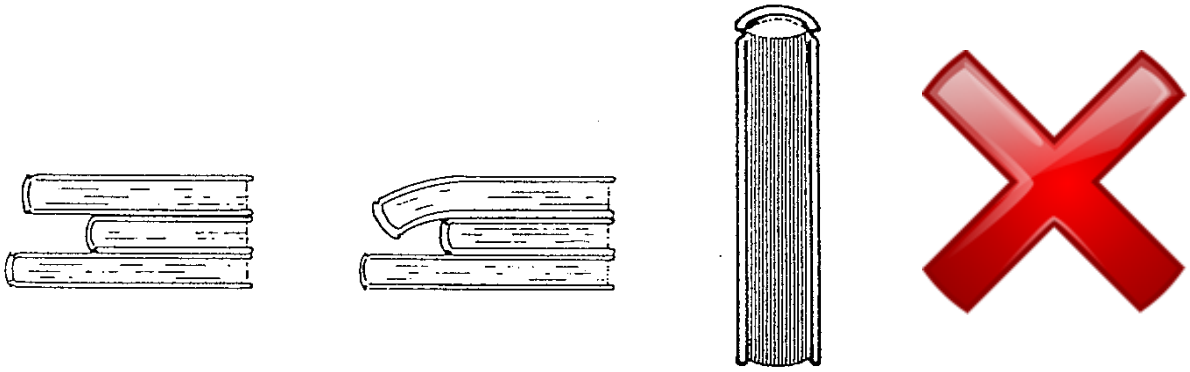
Example of how books should be packed:

Wet books should be packed flat or spine down





Example of how books should NOT be packed:



Do not pack wet books like this. Wet books will sag causing permanent damage. Spine up also causes the binding to sag.

Crating & Boxing Books

1. Use plastic milk crates or, if not available, strong cardboard boxes such as library book bindery boxes.
2. Pack books FLAT or SPINE DOWN.
3. Do not pack too tightly. Allow for air circulation.
4. Put an identification mark on each container.

Transportation of Books

1. When boxed, put material immediately into refrigerated trucks.
2. If this is not possible, pack dry ice around the material or keep as cold as possible.
3. Transport to the freezing facility without delay.

XIV. Post-Disaster Activities & Analysis

A. Treatment of Affected Areas

Building Operations will determine and execute the treatment plan.

If the affected areas are still deemed useable after the disaster, they must be thoroughly cleaned before any material is replaced.

Floors, ceilings, walls, shelving, fixtures, furniture, etc. must be washed with a germicidal cleaner such as is used by hospitals for isolation room sterilization (e.g. Lysol). The undersides, corners and backs of shelves must be included in this washing.

Walls should be repainted, where necessary. Carpets should be shampooed, and disinfectant applied to them.

The cleaning crew should wear safety glasses and the appropriate protective clothing. They should use disposable wipes to avoid the spread of contamination.

Good air circulation should be maintained with fans and dehumidifiers wherever possible.

B. Return of Materials to the Library

Having been appropriately treated and dried, books and other materials should be sorted as to whether they can be returned to the shelves or are in need of:

- Discarding or replacing
- Commercial rebinding
- In-house mending
- More extensive conservation treatment

Dried materials should be kept apart from the main collection in a ventilated and air-conditioned “rehabilitation area” for up to 6 months before returning to the main collection. The atmospheric conditions there should be 35-40% RH and the temperature not above 18.3°C (65°F).

A random inspection for mould-infested material should be conducted daily during this period.

Near the end of the isolation period, the temperature and atmospheric conditions should be changed to match those found around the main collection.

Random monitoring of recovered items should continue for another year after their return to the stacks.

C. Post-Disaster Planning

Prepare to:

- Hold post-disaster debriefing sessions.
- Identify the need for staff counselling.
- Do a post-disaster assessment.
- Identify the need for facility and operational modifications.
- Determine short and long-term strategies.
- Prepare and file the insurance claim.
- Prepare and submit an internal disaster report (See Appendix: **Material Damage Worksheet**). This report should be filed with your master *Collections Disaster Recovery Manual* in **Branch Specific Information:** Disaster Reports.
- Recognize and thank all those who helped.

D. Writing the Disaster Report

- After a disaster occurs, the DEO and DRT should collaborate on the preparation of a final written report.
- Use the **Material Damage Worksheet** (See Appendix) to determine the extent of the damage to collections after a disaster. This may be used as a guide when writing the Disaster Report.

- The Disaster Report should cover:
    - A narrative timeline of events.
    - All critical decisions made by the DEO or DRT.
    - Cause – What were the major contributing factors of the disaster?
    - Notification & Communications – methods, timing, accuracy, effectiveness, etc.
    - Collections Management – Were actions successful / unsuccessful in preventing further damage or recovering materials? Possible improvements, etc.
    - Unexpected Contingencies – special circumstances, unexpected problems, etc.
    - Overall effectiveness of the Disaster Plan – modifications needed.
    - Recommendations and conclusions – modifications to facility, operations or staff practices, etc.
    - All costs incurred – include a breakdown and costs covered by the insurance claim.
- Documents to accompany Disaster Report:
    - Written reports from staff or external emergency and service providers.
    - Damage assessments.
    - News releases and internal communications.
    - Photographs, slides and/or video of the disaster, work in progress, recovery treatments, etc.
    - Receipts, invoices, etc.
    - Other correspondence.

XV. Bibliography

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Halsted, D. D., Jasper, R. P., & Little, F. M. (2005). Disaster planning: A how-to-do-it manual for librarians with planning templates on cd-rom. New York: Neal-Schuman Publishers, Inc.

Northeast Document Conservation Center. Retrieved from http://www.nedcc.org/resources/leaflets/3Emergency_Management/04DisasterPlanWorksheet.php.

Syracuse University (2009). Syracuse University Library Disaster Manual. Syracuse, NY: Syracuse University Library.

Tennant, R. (November 15, 2001). Digital libraries: Coping with disasters. Library Journal. Retrieved from http://www.libraryjournal.com/article/CA180529.html?q=digital+libraries%3A+coping+with+disasters/

Thenell, J. (2004). The Library's Crisis Communications Planner : A PR guide for handling every emergency. Chicago: American Library Association.

Toyonaga, J. (2009). Disaster plan for the University of Toronto library system. Toronto: University of Toronto.

Van Bogart, John W. C. (2005). Magnetic Tape Storage and Handling: A Guide for Libraries and Archives. Washington, DC: Commission on Preservation and Access.

Welheiser, J. & Scott, J. (2002). An ounce of prevention: Integrated disaster planning for archives, libraries, and record centres (2nd ed.). London: The Scarecrow Press, Inc.

XVI. Appendix

A. Emergency Supplies

Each branch or division should have its own cache of emergency supplies. The table below describes the basic set of disaster response materials. You should never have less than the quantities indicated.

If your division is in charge of a very large area, particularly one containing many ranges of shelving, you should probably request additional supplies.

Contact Supply Management and Procurement (see **University Units and Contacts – Supply Management University**) for additional emergency supplies.

Item description	**Quantity**
Plastic sheeting, 4 mil.	1 roll
Disposable gloves, surgical, non-sterile*	1 box
Disposable gloves, rubber, household*	4 pairs
Garbage bags, large plastic	25
Knife	1
Mop & wheeled wringer bucket	1 each
Newsprint	300 sheets
Pails, plastic	3
Paper towels, 250 per bundle	10 bundles
Screwdriver (Flathead or Allen Key)	1
Trouble lamp & 11 metre cord	1
Flashlights**	minimum 2
Velcro “coins” for securing heavy objects	3 packages

* Please examine the gloves carefully. They can disintegrate over time. ** Please check the flashlights to be sure they have working batteries.

B. Access Control

Following a disaster, access to library buildings must be authorized by the DEO. Only authorized personnel will be permitted to enter the affected area. Security officers will be designated to control entry.

The DEO will arrange for any keys or identification tags which recovery team members may require. The Library Facilities Office, through the Building Recovery Coordinator, can generally create staff cards or temporary ID tags.

The DEO will arrange for his/her own desk and work space close to the scene of operations and will be reachable by telephone, email or walkie-talkie.

All contact with the news media will be coordinated by the Communications Coordinator in conjunction with the Public Affairs Office. **No one else should respond to media queries of any type**.

C. Insurance

Insurance coverage is based on an annual evaluation by librarians, intended to provide for the rebuilding of a collection equal in value to the one destroyed.

Bound volumes, unbound issues of periodicals, maps, microforms, films and other types of library material are assigned unit values. The number of destroyed items of a particular type multiplied by the unit value equals the claimed loss. The unit value varies with the collection and type of format of the material.

Each branch must have this information up to date and include the documentation in the Disaster Plan.

D. Record Keeping

Accurate records must be kept during the post-disaster period. The DEO should work with the Documentation Coordinator to create and maintain insurance-related records. The records should take the following into account:

- Volumes (or equivalents) destroyed
- Volumes (or equivalents) rescued for salvage
- Equipment destroyed
- Furnishings destroyed
- Fixtures destroyed
- Transportation costs incurred
- Costs incurred for replacement of records
- Costs for professional services employed
    - Clean up
    - Storage
    - Restoration of materials

Certain costs may or may not be ultimately claimable, but they should be recorded for possible later inclusion in the insurance application. They include those expenses which relate to successful future operation of the library:

- Telephone/Fax/Envoy, etc. charges
- Interlibrary loan charges
- Photocopying
- Loss of normal sources of revenue

E. **Notes on Communication (See** Error! Reference source not found.**, Below)**

- Do not release information regarding a disaster to the public without the express permission of the DEO, the Communications Coordinator, or the Public Affairs Office. If you are unsure whether to release any information you possess, contact the Public Affairs Office (See **Contacts: University Units and Contacts – Public Affairs Office**).
- The Communications Coordinator must be knowledgeable about all current forms of communication available, such as telephone, fax, email, radio, text messaging, and instant messaging and social media.
- Consider acquiring walkie-talkies for internal communication onsite. Since these do not rely on the building's power, telephone lines or cell phone towers, they are an ideal way to communicate during and after a disaster. If walkie-talkies are not found in the Disaster Kit, Campus Security and Safewalk currently use radios in their daily operations and may be of assistance (see **Contacts: Supplies, Services & Equipment Contacts – Radios (2-way / walkie-talkies)**).
- The campus radio station, CiTR, may also be contacted to distribute information to the university at large. Contact the station manager for more information (see **Contacts: University Units and Contacts – Radio Stations**).
- UBC may allow the Library to use its Emergency Messaging Notification and its Email Broadcast system which text messages students, staff and faculty that have signed up to the program regarding emergencies on campus.

F. **Handling PR**

"…good communications management can defuse the risk of negative publicity and even enhance your library's reputation in the community."
– Jan Thenell

The Director of Emergency Operations (DEO) may be called to act as the Library Spokesperson in a disaster situation. In this role, the spokesperson's primary responsibility is to serve as the voice of the Library. He/she must speak quickly, truthfully, and humanely while preserving the Library's reputation. Additional spokespeople may be determined, depending on the crisis and the issue. The Communications Coordinator will work with Public Affairs colleagues to best determine the course of action and spokesperson roles.

- The Communications Coordinator is responsible for keeping current fact sheets, histories, mission statements, descriptions of library's governing structure, annual reports, financial information, information about library support groups and any other relevant information the media and/or public might be interested in at hand.
- **Use the UBC Library Fact Sheet for quick reference**.
- Keep communication with stakeholders (university, students, faculty, staff, etc.) open and up-to-date by using newsletters, e-mail, the library's website, news releases and other communication tools such as social media. Utilize faculty communicators where necessary to distribute messages quickly across faculty communication channels. No one should be kept out of the loop. Consult with the Communications Coordinator for assistance.
- Key messages to portray are:
    - The library's first concern is for the welfare those who are hurt or affected in any way;
    - These are the facts as we know them and;
    - We will keep you informed as we receive new information.
    - An investigation is currently underway.
- Be prepared: media will want the basics immediately (5 W's). Newspapers will usually go with a straight news story the first day and follow it up with more

detailed information later. Monitor social media tweets and respond/correct information as needed so that misinformation does not spread.

- In crisis situations, stick to the facts.. Make sure the library is the primary source of information.
- How to talk to the press:
    - Don’t speak off the record.
    - Don’t say “No comment.” But do say “This is what we know at this time.”
    - Don’t speak in absolutes.
    - Don’t be afraid to say, “I don’t know.” Find out and get back to them.
    - Don’t speculate about why something happened.
    - Don’t talk about damage estimates (in monetary terms especially).
    - Don’t allocate blame.
    - Anticipate hostility and don’t take it personally.
    - Think visually: How will this look on the evening news?
- The Communications Coordinator will determine and develop all press materials which may include digital assets (photos, videos), press releases, statements from Library spokespeople, and background information.
- If false information gets out, contact the source to clarify the facts.

G. Notes on Documentation:

The Documentation Coordinator should develop a procedure for the rapid identification of materials to be salvaged and relocated elsewhere following a disaster. This identification will be required for insurance purposes. In addition, the Library must know the location of what has been saved for operational reasons. Keep in mind, the following are only suggested procedures. Proceed as the situation demands and use your own experience and common sense while making decisions.

The pre-1978 shelf list for the entire UBC collection was microfilmed several years ago for reference in the event of a disaster in the processing divisions. Online records are backed up remotely on a daily, weekly, and monthly rotation. However, extracting the older records from the unified microfilm record would be a massive job.

It is essential for any division which maintains its own shelf list to ensure that it is protected from water and removed if it faces destruction from fire.

Because it is impractical to attempt an item-by-item identification by call-number of rescued volumes, each stack range in all libraries should be numbered, and the range of call-numbers shelved within those stacks recorded. This information will be entered into a computer and amended as book relocations occur. A floor plan for each library summarizing this information will be produced and housed both in the division and centrally for safekeeping.

At the time of salvage, volumes rescued will be processed in batches and assigned the range number from which they were taken. Matched to the shelf list, it will then be possible to determine broadly which collections were saved. Similarly, comparing the numbers of volumes saved with those indicated by the shelf list will indicate the scope of what was destroyed in numbers. (If call-numbers remain legible on volumes deemed unsalvageable, a precise listing of what was lost can be assembled after those salvaged have been dealt with.)

Reminder: take photographs. A disposable camera can be found in the Disaster Kit. If the disaster is widespread, professional photographers may be needed. In that case, contact UBC Public Affairs Photography Services. (See **Contacts: Supplies, Services & Equipment Contacts – Photography**).

Records should take the following into account for insurance purposes:

- Volumes (or equivalents) destroyed

- Volumes (or equivalents) rescued for salvage
- Equipment destroyed
- Furnishings destroyed
- Fixtures destroyed
- Transportation costs incurred
- Costs incurred for replacement of records
- Costs for professional services employed
    - Clean up
    - Storage
    - Restoration of materials

The Documentation Coordinator will turn over copies of records created on an as needed basis to the DEO so that he/she can successfully file the insurance claim.

H. **Material Damage Worksheet**

Material Damage Worksheet	
Branch:	**Date:**
Part A:	
*To be filled out as soon as possible	
Location of damaged material:	
What kind of damage? (water, smoke, mold, etc.)	
Amount of items damaged (cubic feet, number of materials):	
When did damage occur:	
Temperature of affected area	
Relative Humidity of affected area	
Notes:	

Material Damage Worksheet	
Branch:	**Date:**
Part B:	
* To be filled out at a later date	
When was damage reported?	
Who initially discovered the damage?	
Describe what caused the damage:	
Items and value of damaged material (attach list if possible):	
Items and value of unsalvageable material (attach list if possible):	
List step taken to save materials:	

I. ASRS Procedures

Only authorized personnel should enter ASRS

Initial Steps:

1. Notify Building Operations Service Centre (**604-822-2173**).
    a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
    b. They will alert your building's Facility Manager.
2. Contact the Building Recovery Coordinator.
3. Notify the Director of Emergency Operations.
4. Notify Collections Recovery Coordinator.
5. If necessary, notify Campus Security (**604-822-2222**) and ask for assistance in securing the area.

See ***Water Incident Response Procedures***, ***Mould Incident Response Procedures, Fire Incident Response Procedures, Insects Incident Response Procedures*** *and* ***Earthquake Incident Response Procedures*** as applicable, for instructions for specific damage recovery.

XVII. Contacts

A. Library Disaster Response Team (DRT) Contacts

Administration Coordinator (AC)

Kajsa Moore
Admin & Project Assistant
Finance & Facilities
Tel: (604) 822- 9534
Email: kajsa.moore@ubc.ca

Building Recovery Coordinator (BRC)

Alicia Munro
Facilities Coordinator
Tel: (604) 822-5521
Cell: **TBA**
Email alicia.munro@ubc.ca

Collections Recovery Coordinator (CRC)

Anne Lama
Conservator
Technical Services
Tel: (604) 822-3441
Cell: **TBA**
Email: anne.lama@ubc.ca

Communications Coordinator (CC)

Linda Ong
Director, Communications & Marketing
Communications & Marketing
Tel: (604) 827- 4831
Cell: 778-991-5315
Email: linda.ong@ubc.ca
Twitter: @ubclibrary

Becky Potvin
Manager, Communications & Marketing
Tel: 604.827.3434
Cell: TBD
Email: becky.potvin@ubc.ca

Computer Systems Coordinator (CSC)

Allan Bell
Associate University Librarian, Digital Programs and Services
Tel: (604) 827-4830
Email: allan.bell@ubc.ca

Jim Tuckett

Deputy Director of Emergency Operations (DDEO)

Alicia Munro
Facilities Coordinator
Tel: (604) 822-5521
Cell: **TBA**
Email alicia.munro@ubc.ca

Director of Emergency Operations (DEO)

Jean-Paul Eidsvik
Director
Finance and Facilities
Tel: (604) 822-5903
Cell: **TBA**
Email: jean-paul.eidsvik@ubc.ca

Documentation Coordinator (DC)

Jo Anne Newyear-Ramirez
Associate University Librarian
Collections Management
Tel: (604) 822- 2740
Email: joanne.newyear.ramirez@ubc.ca

B. University Units and Contacts

Building Operations

Architectural Trades Manager

Mike Devolin
Tel: 604-822-3464
Email: mike.devolin@ubc.ca
Cell: TBA

Building Operations, Managing Director

Karyn Magnusson
Tel: 604-827-2775
Cell: TBA
Email: karyn.magnusson@ubc.ca
Reception: 604-822-2172

Building Operations Service Centre

Emergency Tel: 604-822-2173
Email: servicecentre.buildingops@ubc.ca

Construction Office

Construction Office, Manager
Project < $50,000
Paul Hays
Tel: 604-822-0807
Cell: 604-209-8465
Email: paul.hays@ubc.ca

Custodial Services Superintendent

Azmina Manji
Tel: 604-822-1809
Cell: 604-341-5955
Email: azmina.manji@ubc.ca

Superintendent Trades

Denise Pearce
Tel: 604-822-6597
Cell: 604-816-5720
Email: denise.pearce@ubc.ca

Superintendentr, Municipal Services

Frank Crudo
Tel: 604-822-2105
Cell: 604-839-6574
Email: frank.crudo@ubc.ca

Mgr, Occupational Health & Safety

Tarig Din
Tel: 604-822-1885
Cell: 604-209-78-54
Email: tariq.din@ubc.ca

Architect, Building Maintenance & Operations
Michael Thayer
Tel: 604-822-9510
Cell: TBA
Email: michael.thayer@ubc.ca

Mechanical Manager
Greg Samodien
Tel: 604-827-5538
Cell: 604-790-0742
Email: greg.samodien@ubc.ca

Electrical Manager
Chris Newell
Tel: 604-822-1919
Cell: 604-910-6710
Email: chris.newell@ubc.ca

Facilities Managers (contacts for all building related inquiries)

Rob MacDonald, Mgr (Teal Zone)
David Lam Library
Education Library
I.K. Barber Centre
Koerner Library
Law Library
Xwi7xwa Library

Tel: 604-822-8832
Cell: 604-916-7584
Email: rob.macdonald@ubc.ca

Chris Skipper, Mgr (Yellow Zone)
Asian Library

Tel: 604-822-1940
Cell: 604-341-1408
Email: chris.skipper@ubc.ca

Deb Capps, Mgr (Green Zone)
Woodward Biomedical Library

Tel: 604-822-0072
Cell: 604-240-3676
Email: deb.capps@ubc.ca

Campus Security

Emergency Number and Dispatch
Tel: 604-822-2222
Non-emergency: 604-822-8609
Fax: 604-822-3541

Director, Campus Security
Barry Eccleton
Tel: 604-822-5865
Email: barry.eccleton@ubc.ca

Manager, Secure Access
John Molnar
Tel: 604-822-6623
Email: john.molnar@ubc.ca

Assistant Manager, Access Services
Aarif Khan
Tel: 604-827-1865
Email: aarif.khan@ubc.ca

IT Services

TBA

Insurance

SEE Treasury

Preservation Unit

Anne Lama
Conservator
Technical Services
Tel: 604- 822-3441
Email: anne.lama@ubc.ca

Hannah McKendry
Conservator Assistant
Technical Services
Tel: 604- 822-6970
Email: hannah.mckendry@ubc.ca

President's Office

Office of the Provost
Angela Redish
Tel: 604-822-8300
Fax: 604-822-5055
Email: presidents.office@ubc.ca

Public Affairs Office

Main Office
Tel: 604-822-3131
Fax: 604-822-2684
Email: public.affairs@ubc.ca
Twitter: @ubcnews

Managing Director
Susan Danard
Tel: 604-822-2064
Cell: 604.312.0845
Email: susan.danard@ubc.ca
Twitter: @SusanDanard

Senior Media Relations Specialist
Glenn Drexhage
Tel: 604.822.2234
Cell: 604.868.0896
Email: glenn.drexhage@ubc.ca
Twitter: @gdrexhageubc

Radio station

CiTR Station Manager
Brenda Grunau
Tel: 604-822-1242
Fax: 604.822.9364
Email: stationmanager@citr.ca
Twitter: @citrradio

Risk Management Services

Chief Risk Officer
Ron Holton
Tel: 604-822-4218
Fax: 604-822-6650
Email: ron.holton@ubc.ca

Payment & Procurement Services

Supply Management
2075 Wesbrook Mall
Vancouver, BC V6T 1Z1
Tel: 604-822-2686 (Customer Service Desk)
Fax: 604-822-3261
Email: info.pps@ubc.ca
Website:
http://www.supplymanagement.ubc.ca/

Director, Payment & Procurement Services

Ray McNichol
Tel: 604-827-5018
Email: ray.mcnichol@ubc.ca

Treasury (Insurance)

Manager, Insurance & Loss Prevention

Gina Wong
Tel: 604-822-5623
Email: gina.wong@ubc.ca

Utilities (Energy and Water Services)

UBC Utilities
2040 West Mall – Power House
Vancouver, BC V6T 1Z2
Tel: 604-822-9445
Fax: 604-822-8833
Maintenance Call Line (24hr): 604-822-2173

Managing Director
David Woodson
Tel: 604-822-0971
Cell: 604-802-1707
Fax: 604-822-0208
Email: david.woodson@ubc.ca

C. Supplies, Services & Equipment Contacts

Batteries (Flashlight)

Vancouver Battery
2192 West Broadway
Vancouver, BC V6K 2C8
Tel: 604-737-8463
Fax. 604-737-8483
Email: info@vancouverbattery.com

Davidson Battery Service Ltd.
550 Broadway East
Vancouver, BC V5T 1X5
Tel: 604-879-8691
Fax: 604-879-8694
Email: info@davidsonbattery.com
Manager: brent@davidsonbattery.com

Book trucks

Carr McLean
461 Horner Avenue
Toronto, ON M8W 4X2
Tel: 1-800-268-2123
Fax: 1-800-871-2397
Email: sales@carrmclean.ca
Web: http://www.carrmclean.ca/

Brodart Ltd.
3930 14th Avenue
PO Box 3280
Markham Industrial Park
Markham, ON L3R 6G6
Tel: 1-800-265-8470
Mon-Fri,8am-5:30pm EST
Fax: 1-800-363-0483
Web: http://www.brodart.ca/

Boxes (cardboard)

Kitsilano Mini Storage
1850 York Avenue
Vancouver, BC V6J 5A7
Tel: 604-731-0435
Email: york@kitsministorage.com
Web: http://kitsministorage.com

Cleaning equipment & supplies

Planet Clean / Janitors' Warehouse
100 SW Marine Drive
Vancouver, BC V5X 2R1
Tel: 604-327-7708
Toll Free: 1-800-663-9877
Fax: 604-327-2183
Email: info@planetclean.com
Web: http://www.planetclean.com

Marpak Wholesale Supply
1391 Kebet Way
Port Coquitlam, BC V3C 6G1
Tel: 604-941-6538
Fax: 604-941-2924
Email: info@marpaksupply.com
Web: http://www.marpaksupply.com/

Cleaning

UBC Building Operations
2329 West Mall
Vancouver, BC V6T 1Z4
Reception: 604-822-2172
Service Centre: 604-822-2173

UBC Plant Ops – Custodial Services Superintendent
Azmina Manji
Tel: 604-822-1809
Fax: 604-822-2334
Cell: 604-341-5955
Email: azmina.manji@ubc.ca

Bonsor Building Maintenance Inc.
12815 Clarke Place
Richmond, BC V6V 2H9
Tel: 604-278-0068
After Hours: 604-218-9811
Fax: 604-244-8826
Email: bonsor1@hotmail.com

Clothing

SEE Safety equipment & clothing

Computers

TBA

Deep freeze facilities

Versacold
2115 Commissioner Street
Vancouver, BC V5L 1A6
Tel: 604-255-4656
Harbour Facility: 604-255-6271
Email: info@versacold.com

Leader Cold Storage Ltd.
3900 Viking Way
Richmond, BC V6V 1N6
Tel: 604-270-6554
Email: leadergroup@telus.net

Dehumidifiers

Cool Air Rentals Ltd.
1407 E. Georgia St.
Vancouver, BC V5L 2A9
Tel: 604-253-4171 (24hr. Emergency)
Fax: 604-253-4173
Web: www.cool-air.com
Email: info@cool-air.com

A & B Tool Rentals
3900 Main Street
Vancouver, BC V5V 3P2
Tel: 604-879-8633
Fax: 604-879-0724
Web: http://www.abtoolrentals.com

Disaster recovery advice, assistance

Canadian Conservation Institute
1030 Innes Road
Ottawa, ON K1B 4S7
Tel: 613-998-3721
Toll free: 1-866-998-3721
Fax: 613-998-4721
Web: http://www.cci-icc.gc.ca

CalPreservation.org
Toll free: 1-888-905-7737
Web: http://calpreservation.org

Disposable Cameras

London Drugs Ltd
525 Broadway West
Vancouver, BC V5Z 1E6
Tel: 604-448-4804

Shoppers Drug Mart
5940 University Boulevard
Vancouver, BC V6T 1Z3
Tel: 604-228-1533

Dry Ice

Praxair Vancouver
2080 Clark Drive
Vancouver, BC V5N 3G7
Tel: 604-255-6007

Egg crates

SEE Plastic egg crates

Electric equipment & supplies

Ground Control Electronics Inc.
3379 Fraser Street
Vancouver, BC V5V 4C2
Tel: 604-879-9994
Email: vancouverfta@gmail.com
Web: www.vancouverfta.com

Lee's Electronic Components Ltd.
4522 Main Street,
Vancouver, BC V5V 3R5
Tel: 604-875-1993
Fax: 604-872-7728
Email: info@leeselectronic.com
Web: www.leeselectronic.com

Emergency flood & fire restoration

Angel Restoration Inc.
1484 Rupert Street
North Vancouver, BC V7J 1E9
Toll Free: 1-866-354-2643
Tel. 604-984-7575
Email: info@angelrestoration.com

Belfor
3300 Bridgeway St
Vancouver, BC V5K 1H9
Emergency (24hrs): 866-366-0493
Tel: 604-432-1123
Toll Free: 888-432-1123
Fax: 604-433-2451
Web: http://www.belfor.com

Canstar Restorations
Coquitlam Head Office
78 Fawcett Rd
Coquitlam, BC V3K 6V5
Emergency (24hrs): 604-549-0099
Fax: 604-549-0199
Toll Free: 1-866-578-3138
Web: http://www.canstarrestorations.com

Genesis Restorations Ltd.
Metro Vancouver Head Office
29-19257 Enterprise Way
Surrey, BC V3S 6J8
Emergency (24hrs): 1-888-533-3440
Tel: 604-533-3440
Fax. 604-533-3426
Web: http://www.genesisrestorations.com

On Side Restoration
3157 Grandview Hwy
Vancouver, BC V5M 2E9
Emergency (24hrs): 1-888-663-6604
Tel: 604-293-1596
Fax: 604-293-2274
Web: http://www.onside.ca

Equipment rentals

SEE Rentals

Extension cords

SEE Electric equipment & supplies

Fans

SEE Industrial fans

First Aid equipment & supplies

Note: The first aid kit should always be kept fully stocked (bandages, gauze, burn treatment, eyewash, & disinfectant). If an emergency cannot be handled by first aid equipment on site, **call 9-1-1**.

St. John Ambulance
6111 Cambie Street
Vancouver, BC V5Z 3B2
Tel: 604-321-2652
Toll Free: 1-866-321-2651
Fax: 604-321-5316
Email: info@bc.sja.ca

Shoppers Drug Mart
5940 University Boulevard
Vancouver, BC V6T 1Z3
Tel: 604-228-1533

Fishing line (monofilament)

Pacific Angler
78 E. Broadway
Vancouver, BC V5T 1V6
Tel: 604-872-2204
Toll Free: 1-866-430-2204
Email: info@pacificangler.ca
Web: http://www.pacificangler.ca

Steveston Marine
1667 West 5th Avenue
Vancouver, BC V6J 1K1
Tel: 604-733-7031
Fax: 604-732-6216
Email: stevemar@stevestonmarine.com
Web: http://www.stevestonmarine.com

Flashlights

Hewer Home Hardware
4459 West 10th Avenue
Vancouver, BC V6R 2H8
Tel: 604-224-4934
Fax: 604-224-9322

Canadian Tire
2290 Cambie Street
Vancouver, BC V5Z 2T7
Tel: 604-707-2290

Freezer trucks

Reimer Express Lines
3985 Still Creek Avenue
Burnaby, BC V5C 4E2
Tel: 604-433-3332
Fax: 604-433-8889

Ryder Truck Rentals
1699 Cliveden Ave.
Delta, BC V3M 6V5
Tel: 604-515-9661
Toll Free: 1-800-297-9337
Web: http://canada.ryder.com

Freezer wrap

HY Louie Co Ltd.
2821 Production Way
Burnaby, BC V5A 3G7
Tel: 604-444-6240
Fax: 604-444-6248

Unisource Canada
1425 Derwent Way
Annacis Island
New Westminster, BC V3M 6N3
Tel: 604-520-7411
Fax: 604-520-7400
Toll Free: 1-800-242-3691
Email: van_orders@unisource.ca
Web: http://www.unisource.ca/

Freezer

UBC Food Services Administration
Loriann McGowan , Associate Director
Residence Dining
Tel: 604-822-5522
Fax: 604-822-4152

Generators (Through Building Operations)

Don Dickey Supplies
8540 River Road,
Richmond, BC V6X 1Y4
Tel: 604-273-7112
Fax: 604-273-9004
Web: http://www.dondickey.com/

Harrigan Rentals & Equipment
6390 Beresford Street
Burnaby, B.C. V5E 1B6
Tel: 604-877-1411
Fax: 604-877-1730
Web: http://www.harriganrentals.com

Hardware & Safety Supplies

UBC Storekeeper
Henry Chow
Tel: 604-822-5272
Email: henry.k.chow@ubc.ca

UBC Assistant Storekeeper
Dave Greig
Tel: 604-822-5701
Email: dave.greig@ubc.ca

UBC Stores
Order Desk
Tel: 604-822-4117 / 604-827-4733
Fax: 604-822-6035

Humidity sensors (Hygrometers, thermo-hygrometers, etc.)

Carr McLean
461 Horner Avenue
Toronto, ON M8W 4X2
Tel: 1-800-268-2123
Fax: 1-800-871-2397
Email: sales@carrmclean.ca
Web: http://www.carrmclean.ca/

Sherman Instruments
1641 Venables Street
Vancouver, BC V5L 2H1
Tel: 604-254-9622
Fax: 604-254-3123
Toll Free: 877-251-9622
Email: info@johnsherman.com
Web: http://www.johnsherman.com

Geography Department Administrator
Sandy Lapsky
Tel: 604-822-3539
Email: sandy.lapsky@geog.ubc.ca

Industrial fans

Nu-Tech Systems Ltd.
12200 1st Avenue
Richmond, BC V7E 3M2
Tel: 604-271-9222
Fax: 604-271-2156
Email: info@nu-techsystems.com

Industrial vacuum

Janitors' Warehouse Distributors Inc.
100 Marine Drive Sw
Vancouver, BC V5X 2R1
Tel: 604-327-1101

Light Bulbs

Hewer Home Hardware
4459 West 10th Avenue
Vancouver, BC V6R 2H8
Tel: 604-224-4934
Fax: 604-224-9322

Canadian Tire
2290 Cambie Street
Vancouver, BC V5Z 2T7
Tel: 604-707-2290

Microfilming

Micro Com Systems Ltd.
27 East 7th Ave.
Vancouver, BC V5T 1M4
Tel: 604-872-6771
Fax: 604-872-2533
Toll Free: 1-800-663-6163
Email: vaninfo@microcomsys.com
Web: http://www.microcomsys.com

Milk Crates

Dairyland Home Services
Saputo Dairy Products Canada G.P.
6800 Lougheed Highway
Burnaby, BC, V5A 1W2, Canada
Tel: 604-421-4663

Lucerne Foods Ltd.
7650 18th St, Burnaby, BC V3N 4K3
Tel: 604-524-4491

Mould Inspection

Enviromold
20363 62nd Avenue
Langley, BC V3A 5E6
Toll Free: 1-866-645-4500
Email: info@enviromold.ca
Web: http://enviromold.ca/

Mould Testing

UBC Risk Managaent
Mgr, Occupational Health & Safety
Tarig Din
Tel: 604-822-1885
Cell: 604-209-78-54
Email: tariq.din@ubc.ca

Moving and General Labour Services

UBC Moving Crew
Labour group, Mng.
Tamas Weidner
Tel: 604-822-4676
Email: tamas.weidner@ubc.ca

Newsprint

Unisource Canada
1425 Derwent Way
Annacis Island
New Westminster, BC V3M 6N3
Tel: 604-520-7411,
Toll Free: 1-800-242-3691
Fax: 604-520-7400
Email: van_orders@unisource.ca
Web: http://www.unisource.ca/

Western Newsprint (1990) Ltd.
8205 Wiggins St
Burnaby, BC V3N 2V7
Tel: 604-526-9601

Office supplies

Staples Business Depot
2135 Allison Road #101
Vancouver, BC V6T 1T5
Tel: 604-221-4780
Toll Free: 1-877-360-8500 (corporate)
Web: http://www.staples.ca/

Pest Control (Through Building Operations)

Abell Pest Control Inc.
#207 - 669 Ridley Place
Delta, BC V3M 6Y9
Tel: 604-395-8115
Toll Free: 1-888-560-2056
Web: http://www.abell.ca

Orkin-Vancouver
7061 Gilley Ave.
Burnaby, BC V5J 4X1
Tel: 604-434-6641
Fax: 604-434-2217
Toll Free:1-888-540-4409
Web: www.orkincanada.ca

Pest Detective (Natural pest control)
856 Eton Street
Vancouver, BC V5K 1K5
Tel: 604-901-3344
Email: greatervancouver@pestdetective.com

UBC Plant Ops – Custodial Services
Clerk III Nada Budalic
Tel: 604-822-8683
Fax: 604-827-5629
Email: nada.budalic@ubc.ca

Photography

UBC Public Affairs
University Photographer
Martin Dee
Tel: 604-822-4775
Fax: 604-827-2027
Email: martin.dee@ubc.ca

Plastics (Polyfilm, drop cloths, tarpaulins etc.)

Associated Plastics & Supply Corp.
1104 Franklin Street
Vancouver, BC
Tel: 604-251-9441
Fax: 604-251-9478
Email: info@associatedplastics.com
Web: http://www.associatedplastics.com

False Creek Industries Ltd.
8811 Laurel Street
Vancouver, BC V6P 3V9
Tel: 604-324-4311
Fax: 604-324-4411
Toll Free: 1-877-324-4611
Web: www.falsecreekind.com

Plastic egg crates (For packing letter & legal sized documents)

Golden Valley Foods Ltd.
3841 Vanderpol Ct.
Abbotsford, BC V2T 5W5
Tel: 604-857-0704
Fax: 604-607-5504
Toll Free: 1-888-299-8855
Web: www.goldenvalley.com

Vanderpols Eggs Ltd.
3911 Mt. Lehman Road
Abbotsford, BC V4X 2N1
Tel: 604-856-4127
Fax: 604-857-0843
Toll Free: 1-800-561-8020
Email: cservice@vanderpolseggs.com
Web: http://www.vanderpolseggs.com

Possible Recovery Work Areas

Classroom Services
Classroom / Exam Coordinator
Betty S. Wong
Tel: 604-822-9079
Email: bettys.wong@ubc.ca

Student Recreation Centre
Associate Director
Michael Tan, Athletics & Recreation
Tel: 604-822-2982
Email: mtan@rec.ubc.ca
SRC front desk: 604-822-6000

Student Union Building ballroom
AMS Administration Office
Tel: 604-822-2901

The War Memorial Gymnasium
Jenny Black, Facilities Coordinator
Tel: 604-827-4547
Email: jenny.black@ubc.ca

Pumps (Through Building Operations)

Note: For water removal of up to 2" of water, call Building Operations

Harrigan Rentals & Equipment
6390 Beresford Street
Burnaby, B.C. V5E 1B6
Tel: 604-877-1411
Fax: 604-877-1730
Web: http://www.harriganrentals.com

A & B Tool Rentals
3900 Main Street
Vancouver, BC V5V 3P2
Tel: 604-879-8633
Fax: 604-879-0724
Web: http://www.abtoolrentals.com

Pumps

SEE Tool & Equipment Rental

Radios (AM/FM)

SEE Electric equipment & supplies

Radios (2-way / walkie-talkies)

Campus Security
Non-emergency: 604-822-2222

Safewalk
Admin. Office: AMS Nest 3107C
Tel: 604-822-5355
Admin Tel: 604-822-2181
Email: safewalk@ams.ubc.ca

B.C. Communications Inc.
#106 - 1515 Barrow Street
North Vancouver, BC V7J 1B7
Tel: 604-985-0340
Toll Free: 1-800-663-9342
Fax: 604-985-0343
Web: http://www.bccommunications.ca/

Trew Audio Vancouver (Rentals)
3737 Napier Street
Burnaby, BC V5C 3E4
Tel: 604-299-9122
Toll Free: 1-877-333-9122
Fax: 604-299-9127
Web: http://www.trewaudio.com/

Rentals: Shelters, heating & cooling, tools, etc.

Parallel Rentals Inc.
3955 Kitchener Street
Burnaby, BC V5C 3L9
Tel: 604-436-1418
Fax: 604-436-1461
Email: rentals@parallelrentals.com
Web: http://www.parallelrentals.com

Rubbish Removal (Through Building Operations)

SEE Building Operations

Safety equipment & clothing

Treen Gloves & Safety Products Ltd.
#207 - 2999 Underhill Avenue, Burnaby
BC V5A 3C2
Tel: 604-253-4588
Toll Free: 800-665-1564
Fax: 604-253-7040
E-mail: sales@treensafety.com
Web: http://www.treensafety.com

Carleton Rescue Equipment Ltd.
3201 Kingsway
Vancouver, BC VSR 5K3
Tel: 604-438-6303
Toll Free: 877-438-6362
Fax: 604-434-5914
Web: http://carletonrescue.com

Salvage services

SEE Emergency flood & fire restoration

Stationery

SEE Office supplies

Thermometers

Canadian Tire
2290 Cambie Street
Vancouver, BC V5Z 2T7
Tel: 604-707-2290

Sherman Instruments
1641 Venables Street
Vancouver, BC V5L 2H1
Tel: 604-254-9622
Fax: 604-254-3123
Toll Free: 877-251-9622
Email: info@johnsherman.com
Web: http://www.johnsherman.com

Toilets (portable)

Pit Stop Portable Toilet Services Ltd.
102 - 430 Canfor Ave
New Westminster, BC V3L 5G2
Tel: 604-882-8100
Toll Free: 1-888-556-0777
Fax: 604-540-8189
Web: http://www.pitstopportables.com/

Smithrite Portable Services Ltd.
70 Golden Drive
Coquitlam, BC V3K 6B5
Tel: 604-529-4030
Toll Free: 800-643-8368
Web: http://www.smithrite.com/

Tool & Equipment Rental

UBC Head Tool Crib
Steve Windle
Tel: 604-822-1341
Cell: 604-209-7856
Email: toolcrib@exchange.ubc.ca

UBC Plant Ops Tool Crib
Tel: 604-822-1341

Vacuums (wet/dry)

Kingsway Vacuum Sales & Service Ltd.
3531 Kingsway
Vancouver, BC V5R 5L8
Tel: 604-435-5581

Planet Clean / Janitors' Warehouse
100 SW Marine Drive
Vancouver, BC V5X 2R1
Tel: 604-327-7708
Toll Free: 1-800-663-9877
Fax: 604-327-2183
Email: info@planetclean.com
Web: www.planetclean.com

Waste Management (Through Building Operations)

UBC Waste Management Program
2329 West Mall
Vancouver, BC V6T 1Z4
Tel: 604-822-2172
Fax: 604-822-6969

Superintendent Municipal Services
Frank Crudo
Tel: 604-827-2105
Cell: 604 839-6574
Email: frank.crudo@ubc.ca

D. Professional Conservator Contacts

Books and Binding

Advance Bindery Co.
8338 St George St
Vancouver, BC V5X 3S7
Tel: 604-322-1815
Fax: 604-322-1805

Clean Edge Trade Bindery
306 Industrial Ave
Vancouver, BC V6A 2P3
Tel: 604-683-1988

Lorraine Butler
Meadland Bindery
1192 Dignan Road
Brentwood Bay, BC V8M 1H4
Tel: 250-652-0231
Email: meadlandbindery@shaw.ca

Pacific Bindery Services Ltd.
870 W Kent Ave
Vancouver, BC V6P 6Y6
Tel: 604-873-4291
Toll Free: 1-888-873-4291
Email: info@pacificbindery.com

Rasmussen Bindery
53 Bewicke Avenue
North Vancouver, BC V7M 3B6
Tel: 604-985-1912
Fax: 604-985-6100
Email: info@rasmussenbindery.com
Web: http://www.rasmussenbindery.com

The White Rock Bookbinding & Restoration Company
932 Finlay Street
White Rock, BC V4B 4K4
Tel: 604-535-9814
Email: info@VancouverBookRestoration.com
Web: http://www.vancouverbookrestoration.com

Consulting Services, Conservation Assessments

Mary Lou Florian
133 Simcoe St.
Victoria, BC V8V 1K5
Tel: 1-250-385-8263
Email: mflorian@telus.net

Rosaleen Hill
Assistant Professor
Queen's University Art Conservation Program
15 Bader Lane
Kingston, ON K7L 3N2
Tel: 613-553-6000 x74341
Email: hillr@queensu.ca

Document Drying

CDT International
Canadian Office
26 Burford Rd., Suite 200
Hamilton, ON L8E 3C7
Emergency: 1-866-664-2384
Email: info@cdtcat.com
Web: www.cdtcat.com

Thermotech Environmental Inc.
#8 Saskatchewan Ave.
Devon, Alberta T9G 1E7
Toll Free: 1-855-987-8002
Tel: 780-487-8878 (Edmonton Direct)
Shop: 780-987-8002
Fax: 780-987-2838
Emergency (John): 780-718-6580

Objects

Corey Bryson
Victoria Art Gallery
1040 Moss Street
Victoria, BC V8V 4P1
Tel: 1-250-384-4171, ex. 291
Email: cbryson@aggv.ca

Harrison Art Services
Studio 140, 1000 Parker St
Vancouver, BC V6A 2H2
Cell: 604-818-4730
Studio: 604-224-5736
Email: info@harrisonartservices.com

George Field
Royal BC Museum Conservation
675 Belleville Street
Victoria, BC V8W 9W2
Tel: 1-250-387-3647, Fax: 250-387-2072
Email: gfield@royalbcmuseum.bc.ca

Lisa Bengston
Royal BC Museum Conservation
675 Belleville Street
Victoria, BC V8W 9W2
Tel: 1-250-387-2108, Fax: 250-387-2072
Email: lbengston@royalbcmuseum.bc.ca

Organic Materials

Fraser Spafford Ricci
Art & Archival Conservation Inc.
2276 134th Street
South Surrey, BC V4A 9T9
Tel: 604-536-3595
Fax: 604-536-2937
Email: info@fsrconservation.com
Prin. Con.: sarah@fsrconservation.com

Paintings and Frames

Cheryl Harrison
CONSERV-ARTE
1147 Grant Street
Vancouver, BC V6A 2J7
Tel: 604-506-6399
Email: conserv1@shaw.ca
Web: http://www.conserv-arte.ca/

Denise LeBeau
Denise LeBeau Restoration of Art
9-2471 Marine Drive,
West Vancouver, BC V7V 1L3
Tel: 604-374-6659
Email: denise@restorationofart.com
Web: http://www.restorationofart.com

Fraser Spafford Ricci
Art & Archival Conservation Inc.
2276 134th Street
South Surrey, BC V4A 9T9
Tel: 604-536-3595
Fax: 604-536-2937
Email: info@fsrconservation.com
Prin. Con.: sarah@fsrconservation.com

Monica Smith
Vancouver Art Gallery
750 Hornby Street,
Vancouver, BC V6Z 2H7
Tel: 604-662-4700
Fax: 604-682-1086
Email: msmith@vanartgallery.bc.ca

Rebecca Pavitt
Fine Art Conservation
4480 Sunshine Coast Highway
Sechelt, BC V0N 3A1
Tel: 604-877-0405
outside of GVRD: 604-740-0406
Email: rebecca@fineartconserve.com
Web: http://www.fineartconserve.com

Paper and Archival Materials

Betty Walsh
Royal BC Museum Conservation
675 Belleville Street
Victoria, BC V8W 9W2
Tel: 250-387-3686
Fax: 250-387-2072
Email: betty.walsh@royalbcmuseum.bc.ca

Charles Brandt
Charles Brandt Book & Paper Conservation
2364 Catherwood Road,
Black Creek, BC V9L 1J3
Tel: 250-337-8525
Email: cbrandt1@shaw.ca

City of Vancouver Archives
1150 Chestnut Street
Vancouver, BC V6J 3J9
Tel: 604-736-8561
Fax: 604-736-0626
Email: archives@vancouver.ca
Can refer to professional conservator

Fraser Spafford Ricci
Art & Archival Conservation Inc.
2276 134th Street
South Surrey, BC V4A 9T9
Tel: 604-536-3595
Fax: 604-536-2937
Email: info@fsrconservation.com or sarah@fsrconservation.com

Rebecca Pavitt
Fine Art Conservation
4480 Sunshine Coast Highway
Sechelt, BC V0N 3A1
Tel: 604-877-0405
outside of GVRD: 604-740-0406
Email: rebecca@fineartconserve.com
Web: http://www.fineartconserve.com

Textiles

Colleen Wilson
Royal BC Museum Conservation
675 Belleville Street
Victoria, BC V8W 9W2
Tel: 1-250-387-3573
Email: cwilson@royalbcmuseum.bc.ca

Joan Marshall
119 Avenue Lewis
Westmount, Québec H3Z 2K7
Tel: 514-937-2691
Email: joanmarshall@videotron.ca

Kjerstin Mackie
Royal BC Museum Conservation
675 Belleville Street
Victoria, BC V8W 9W2
Tel: 1-250-387-3573
Email: kmackie@royalbcmuseum.bc.ca

Rebecca Pavitt
Fine Art Conservation
4480 Sunshine Coast Highway
Sechelt, BC V0N 3A1
Tel: 604-877-0405
outside of GVRD: 604-740-0406
Email: rebecca@fineartconserve.com
Web: http://www.fineartconserve.com

XVIII. Branch Specific Information

A. Branch Quick Info Sheet

Emergency Supplies Location: _____

Branch Evacuation Meet-up Location: _____

Facilities Manager Contact Information:

Name:_____

Phone:_____

Cell:_____

Email:_____

B. **Branch Phone Tree**

C. Disaster Triage List

Branch Information

Date Updated:

Branch Name:

Branch Location:

Triage List

Priority #1

Collection or Item Name/Title:		
Type of Material:		
Size or Number of Items:		
Location	Floor:	
	Room:	
	Range, Column Bay, and Shelf:	

Priority #2

Collection or Item Name/Title:		
Type of Material:		
Size or Number of Items:		
Location	Floor:	
	Room:	
	Range, Column Bay, and Shelf:	

Priority #3

Collection or Item Name/Title:		
Type of Material:		
Size or Number of Items:		
Location	Floor:	
	Room:	
	Range, Column Bay, and Shelf:	

Priority #4

Collection or Item Name/Title:		
Type of Material:		
Size or Number of Items:		
Location	Floor:	
	Room:	
	Range, Column Bay, and Shelf:	

Priority #5

Collection or Item Name/Title:		
Type of Material:		
Size or Number of Items:		
Location	Floor:	
	Room:	
	Range, Column Bay, and Shelf:	

Priority #6

Collection or Item Name/Title:		
Type of Material:		
Size or Number of Items:		
Location	Floor:	
	Room:	
	Range, Column Bay, and Shelf:	

Priority #7

Collection or Item Name/Title:		
Type of Material:		
Size or Number of Items:		
Location	Floor:	
	Room:	
	Range, Column Bay, and Shelf:	

Priority #8

Collection or Item Name/Title:		
Type of Material:		
Size or Number of Items:		
Location	Floor:	
	Room:	
	Range, Column Bay, and Shelf:	

Priority #9

Collection or Item Name/Title:		
Type of Material:		
Size or Number of Items:		
Location	Floor:	
	Room:	
	Range, Column Bay, and Shelf:	

Priority #10

Collection or Item Name/Title:		
Type of Material:		
Size or Number of Items:		
Location	Floor:	
	Room:	
	Range, Column Bay, and Shelf:	

D. **Floor Plans**

E. Disaster Reports

Emergency & Disaster Report	
To be filled as soon as the emergency or disaster have been mitigated. It's important to document as much as possible in case materials where exposed to activities that might produce long term damage or unexpected results. **Please include other documentation taken during the emergency (photos, assessment, material damage worksheet, etc.)***	
Branch:	Date:
Filled by:	Position:
Beginning of event (date):	Event conclusion (date):
Type of event & location:	
When event was discovered and by who:	
What might have cause the event? Please, explain.	
Please narrate the timeline of events & response action	

Were collections or items damaged? Please indicate how many and provide a brief description.
Important decisions made:
Participants in the response, tasks and outcomes:

Please indicate the communication methods use, effectiveness and impact on the response:
Please indicate any unexpected contingencies:
Please indicate all cost incurred:
Further actions: