UCD LIBRARY

Emergency Response Plan

This plan is subordinate to the UCD Emergency Response Plan

HARWELL - UCD Library Priority User 0469

Harwell Telephone: Hotline +++ 0800 019 9990

Public Version February, 2015
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A disaster is an event or series of events which significantly disrupts the library’s ability to support institutional teaching and research.

**Grade 1 disaster: water ingress, minor flood affecting small number of items**
Involves minor, localised emergency that is unlikely to result in personal injury or extensive damage and that can be resolved locally with internal resources. Activation of the emergency plan may be required. Some staff may need to be called in to the Library to assess the situation.

Library Services Officer / Library Facilities Supervisor determine when a situation is a Grade 1 disaster

**Grade 2 disasters: power outage, minor flood affecting up to 1000 items.**

Involves an emergency in a functional area and/or building that may result in personal injury or some physical damage, but that can likely be resolved by University and Library personnel and internal resources, or with limited external assistance. The emergency will have limited duration and little impact on the campus community beyond those using the space/building in which it occurred. Activation of the emergency plan may be required. Some staff may need to be called in to the Library to assess the situation.

Library Services Officer / Library Facilities Supervisor determine when a situation is a Grade 2 disaster

**Grade 3 disaster: fire, bomb attack, major flood, extended power outage**

Involves emergency which cannot be managed internally; which has potential to generate serious harm for members of the university and the public; and to cause major damage to the collections, and Library buildings. Without appropriate intervention a Grade 3 emergency can quickly become a Grade 4 emergency.

**Immediate activation of the UCD Emergency Response Team and the Library’s Emergency Response Team is required.** The response effort will be coordinated through the University Major Emergency Response Team Centre.

**Grade 4 disaster e.g. Major natural disaster, major explosion; organised / prolonged hostage-taking; active shooter, major fire.**

Involves a disaster which cannot be managed internally & which constitutes a danger of major proportion to life or property for university and/or the external community.

**Immediate activation of the UCD’s Emergency Response Team and the Library’s Emergency Response Team is required.** The response effort will be coordinated through the University Major Emergency Response Team Centre.

**Incidents in Special Collections will be automatically classified as a Grade 4 disaster unless the Special Collections Librarian, Associate Librarian or Library Emergency Team coordinator determines otherwise.**
The Library Emergency Response Team will work closely with the UCD First Response team and UCD Emergency Response team. The first responder will ordinarily be the Library Services Officer or nominee.

UCD Campus Emergency phone number is 716 7999

<table>
<thead>
<tr>
<th>ROLE</th>
<th>Name /phone numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Emergency Team</td>
<td><strong>Marie Burke</strong>, Library Executive, Coordinator, Work 7167614, Mobile</td>
</tr>
<tr>
<td>Coordinators</td>
<td><strong>Ursula Byrne</strong>, Coordinator, Work 7167025, Mobile</td>
</tr>
<tr>
<td></td>
<td><strong>Monica Glynn</strong>, Library Services Officer, Coordinator, Work 716 7692, Mobile</td>
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<tr>
<td></td>
<td><strong>Peter Coulahan</strong> or nominee (SIRC), Work 7168768 or 716 8770</td>
</tr>
<tr>
<td>BUILDING RECOVERY</td>
<td><strong>Monica Glynn</strong>, Library Services Officer, Work 716 7692, Mobile 087 ....</td>
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<tr>
<td></td>
<td><strong>Julie Blunn</strong>, Library Facilities Supervisor, see above</td>
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<tr>
<td>SERVICE RECOVERY</td>
<td><strong>User Services Manager</strong>, Work 7167695</td>
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<tr>
<td></td>
<td><strong>Samantha Drennan</strong>, Library IT, Work 7162166, Mobile</td>
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<td></td>
<td><strong>Michelle Latimer</strong>, Business Continuity, Work 716076, Mobile</td>
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<tr>
<td>SECURITY</td>
<td><strong>Monica Glynn</strong>, Library Services Officer, - See above</td>
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<tr>
<td></td>
<td><strong>Julie Blunn</strong>, Library Facilities Supervisor, - See above</td>
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<tr>
<td>SALVAGE</td>
<td><strong>Eoin McCarney</strong>, Collections, Work 7167575, Mobile</td>
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<td><strong>Evelyn Flanagan</strong>, Special Collections, Work 7167149, Mobile</td>
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<tr>
<td></td>
<td><strong>Michelle Latimer</strong>, Library files and records, Work 716, Mobile</td>
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<tr>
<td></td>
<td><strong>SIRC Office</strong> coordinates any insurer response – details above</td>
</tr>
<tr>
<td>LIBRARY IT SALVAGE</td>
<td><strong>Samantha Drennan</strong>, Library IT, Work 7162166, Mobile 0876548537</td>
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</tbody>
</table>

1 UCD Safety, Insurance, Operational Risk & Compliance Office
SUMMARY OF RESPONSIBILITIES  - Full details on pages 24-34

The Library Services Officer or Library Facilities Supervisor is, in most cases, the initial contact person for emergencies. They are responsible, in the first instance for:
- Liaison with UCD First Response Team/ Duty Manager/ Emergency Response team
- Contacting Library Emergency Response Team Coordinators
- Contacting SIRC Office

Library Emergency Response Team Coordinator(s) Marie Burke, Ursula Byrne, Monica Glynn
- Liaise with Library Services Officer / Library Facilities Supervisor
- Contact Special Collections Librarian if required
- Contact members of the Library Emergency Response team
- Liaise with the Head of Library Outreach - Ros Pan
- Liaise with the UCD Communications Office (Dominic Martella, 716 1681)
- Liaise with the University SIRC Office (Peter Coulahan or nominee 716 2068 / 716 2070
- Establish Library Control Centre
- Maintain communications with the Library Emergency Team - Building Recovery, Service Recovery, Salvage Management; Library Security managers; and Library IT salvage
- Overall Budgetary control
- After consultation with key staff, contact external partner institutions, companies, and Harwell as required - contact numbers - pg. 9.

Building Recovery Monica Glynn /Julie Blunn
- Liaise with UCD Emergency Response team/ Manager / First Response Team/ Buildings & Services
- Liaise with Library Emergency Response Team Coordinator(s)
- When building is deemed safe by SIRC , alert Library Emergency Response Team
- Liaise with UCD Buildings & Services re access to equipment
- Identify appropriate site(s) for relocation of service - working with SIRC, Library Service Recovery manager and others as appropriate.
- Work with Library Service Recovery manager to co-ordinate service continuity  – along with P&A, Library IT as required
- Identify recovery sites for relocation of damaged and undamaged collections
- Direct library staff to areas of work
- Co-ordinate with UCD Library Salvage team for extra support. (pg. 8)

Security Issues - Monica Glynn /Julie Blunn
- Assist Library Services Officer as required
- Co-ordinate with UCD Duty manager / Library Facilities Team to ensure security of the original site/s and the relocation site/s
- Ensure security of items in transit

2 UCD Safety, Insurance, Operational Risk & Compliance Office (SIRC)
• Establish site control and register of staff including contractors
• Establish documentation procedures for salvaged items

**Service Recovery** – User Services Manager / Relevant site SLA as required
• For James Joyce Library – contact User Services SLAs
• For site libraries - contact relevant SLA
• Liaise with Head of Library IT Services
• Working with Library Services Officer, co-ordinate service/business continuity
• Co-ordinate relocation of services
• Contact Library Head of Outreach re. changes in service provision, access etc.
• Plan recovery of services
• Reactivation of services
• Co-ordinate clean-up and reinstating services at original site

**Salvage Management** - Head of Collections & Special Collections Librarian

• Once SIRC\(^3\) deem the building safe, establish recovery site
• Assess materials damaged, and identify priority collections for initial salvage. See maps [Appx L](#)
• In consultation with Library Emergency Response Team Coordinators, decide whether to request salvage assistance - from other UCD units (Archives, Folklore), or externally (TCD), see Pg. 8
• In consultation with Library Emergency Response Team Coordinators, decide whether to call Hartwell’s, details on Pg. 8
• Where Library files and records are damaged alert Planning & Administration SLA
• Call in UCD Library Salvage team as required – inc. relevant Collection Development & Description Librarians (CDDLs), see Pg. 8
• Liaising with SIRC, and being aware of safety issues, brief Library Salvage Team and allocate tasks
• Organise protective clothing (Library Facilities or UCD First Response Team)
• Assess environment in affected area and determine equipment needed to regain conditions – working with Library Services Officer / UCD Duty manager
• Co-ordinate photographic documentation of affected site and recovery site
• Organise movement of salvage equipment/resources to recovery site - with Library Facilities or UCD Duty Manager
• Co-ordinate with Library Salvage team leaders on equipment and supplies
• Establish rest area and refreshments for Library Salvage team

**Library IT Recovery** – Library IT Manager
• Contact LITS team as required – phone numbers – page 8
• Make initial assessment of the problem and estimate potential downtime
• Access off-site copies of essential documents
• Work to restore Library IT Services
• Work with Service Recovery Manager to ensure business continuity / resumption of service
• Liaise with UCD IT Services as well as relevant Vendors as required
• Provide regular updates to Head of Outreach

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\(^3\)UCD Safety, Insurance, Operational Risk & Compliance Office (SIRC)
The first responder will ordinarily be the Library Services Officer or nominee. After making an initial assessment, they decide which other members of the Library Emergency Response Team to contact.

The Library Services Officer or nominee, working with the Associate Librarian or Library Emergency Team Coordinator, will co-ordinate with UCD First Response / University Emergency Manager in the event of Grade 3 – 4 emergencies.

For larger emergencies a loss adjustor may be on the team as appointed by the insurers. Also, where significant costs are involved, a member of the SIRC Office will advise on what is and isn’t recoverable from the insurers.
## UCD LIBRARY SALVAGE TEAM

<table>
<thead>
<tr>
<th>NAME &amp; ROLE &amp; Experience</th>
<th>UCD phone ext.</th>
<th>After hours phone no.</th>
<th>On CNCI list</th>
<th>Trained to switch off power/water mains</th>
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### Contacts within UCD who could provide assistance
- Archives
- Folklore

### Contact in TCD to request further assistance


## WHO TO NOTIFY ABOUT EMERGENCIES

<table>
<thead>
<tr>
<th><strong>James Joyce Library:</strong></th>
<th><strong>Phone Nos.</strong></th>
</tr>
</thead>
</table>
| **1** Library facilities staff at the Point. They notify UCD Emergency Response Team and/ or Duty manager | **The Point:** Campus Emergency Response Team  
716 7999  
UCD Duty Manager |
| **2** Library Services Officer will contact Library Emergency Response Team Coordinators, as required | Monica Glynn,  
Work 716 7692. Mobile  
Julie Blunn  
Work 716 7664. Mobile  
Marie Burke,  
Work 7167614. Mobile  
Ursula Byrne,  
Work 7167025 Mobile |
| **3** Library Emergency Response Team Coordinators will contact Library Executive as required | John Howard. Librarian.  
Work 7167067. Mobile  
Carmel O’Sullivan.  
Work 716 7644. Mobile  
Marie Burke,  
Work 7167614 Mobile |

<table>
<thead>
<tr>
<th><strong>Other Libraries</strong></th>
<th><strong>Phone Nos.</strong></th>
</tr>
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<tbody>
<tr>
<td><strong>1</strong> UCD Emergency Response Team</td>
<td>ext. 7999</td>
</tr>
</tbody>
</table>
| **2** Library Services Officer or Library Facilities Supervisor | Monica Glynn,  
Work 716 7692. Mobile  
Julie Blunn  
Work 716 7664. Mobile |
| **3** Contact line manager | Marie Burke,  
Work 7167614. Mobile  
Ursula Byrne,  
Work 7167025 Mobile |
| **4** Library Services Officer will contact Library Emergency Response Team Coordinators, as required. | John Howard. Librarian.  
Work 7167067 Mobile  
Carmel O’Sullivan.  
Work 716 7644 Mobile  
Marie Burke,  
Work 7167614 Mobile |
| **5** Library Emergency Response Team Coordinators will contact Library Executive as required | John Howard. Librarian.  
Work 7167067 Mobile  
Carmel O’Sullivan.  
Work 716 7644 Mobile  
Marie Burke,  
Work 7167614 Mobile |

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**THE LOCATION OF DISASTER BINS ARE LISTED ON PAGE 37**

**ONLY ACT IF YOU KNOW WHAT TO DO.**
RAISING THE ALARM

DURING OPENING HOURS
FIRE

- Sound the nearest alarm
- Evacuate building, closing doors behind you
- Where necessary, direct people who cannot be evacuated from the building to the refuge area on the relevant floor, and await instructions.
- Notify key staff identified in table above - pg. 9
- State nature of emergency, and your details (name, location, phone no.)
- If feasible, and if trained to do so, take appropriate action to halt crisis
- Do not use fire extinguishers unless trained to do so

WATER DAMAGE - Flood / leak / water incursion

Raise the alarm
- Notify key staff identified in table on above – Pg. 9
- State nature of emergency, and your details (name, location, phone no.)
- If necessary evacuate building, closing doors behind you
- If feasible, and if trained to do so, take appropriate action to halt crisis (e.g. stop flood by turning off water)
- Where necessary, direct people who cannot be evacuated from the building to the refuge area on the relevant floor, and await instructions.

MAJOR FLOODING

- Call UCD Emergency response team ext. 716 7999
- Describe the situation and location of the flood, Give your details (name, location, phone no.)
- If necessary evacuate building, closing doors behind you
- Where necessary, direct people who cannot be evacuated from the building to the refuge area on the relevant floor, and await instructions.
- Notify key staff identified in table above - Pg. 9
- If feasible, and if trained to do so, take appropriate action to halt crisis (e.g. stop flood by turning off water)

Ensure you speak to one of the above, and then follow advice given
Collect LIBRARY EMERGENCY RESPONSE PLAN - Copies are held in red folders in each Disaster Bin, in the Planning and Administration Office, Level 4, and in the Emergency Equipment Room 10, James Joyce Library basement

You may be directed to:
   i. Collect equipment
   ii. Call members of Library Salvage team
   iii. Investigate the situation further

RIVER WATER FLOOD WARNING

   i. Notify key staff identified in table above - page 9
   ii. State nature of emergency, and your details (name, location, phone no.)
   iii. If necessary evacuate building, closing doors behind you

Immediate actions to be taken onsite, if so directed and if possible:

Trained Library staff (list of trained staff page 8):

   i. If feasible, and if trained to do so, switch off power from the mains
   ii. If feasible, and if trained to do so, switch off water from the mains

General staff:

   i. Unplug all electrical items and move to higher area
   ii. If possible, move ‘priority collections’, equipment or furniture offsite / or to higher floors
   iii. Empty and move display cases if possible,
   iv. Empty bottom shelves and move drawers to higher ground
   v. Leave internal doors open
   vi. Move disaster kit/emergency plan offsite
   vii. Move staff away from site to safe area.
   viii. Do not re-enter building until directed to by Library’s Emergency Response Team Coordinators.
   ix. Confirm arrangement of 24 hr. security with UCD Emergency Response Team ext. 716 7999
   x. Salvage Manager - put members of Library Salvage Team on alert.
Escalation

- The University Emergency Team will be aware of the possibility of flooding from the outset. They will determine the procedures to be followed after the building has been secured and the flood waters have receded.

STORM / HIGH WIND WARNING

- Update on weather warning usually given by UCD Emergency Response Team to Library Services Officer, or nominee.
- Notify key staff identified in table on page 9
- Senior University Staff or UCD Emergency Response Team will decide whether to close early for safety reasons in light of the predicted severity of the storm
- UCD Buildings & Services / Library Emergency Response Team should take steps to secure the building as far as possible whilst it is still safe.

Immediate actions to be taken by staff onsite if so directed, and if possible

- Where possible, shut blinds to contain any flying glass
- Consider boarding windows up if high risk
- Remove or secure any potential objects from the exterior of the building which could dislodge
- Consider moving objects away from windows, doors and walls, or covering with polythene
- Facilities manager / Library Emergency Team Coordinators will advise on further necessary actions

Escalation

- The UCD Emergency Response Team will be aware of the possibility of a disaster from the outset and will advise the Library Services Officer or the
Library Emergency Response Team of the procedures to be followed after the building has been secured
- Library’s Emergency Response Team put on standby
- Salvage Manager put the members of the Library Salvage Team on alert
- The UCD Emergency Response Team should update the Library Services Officer on the situation regularly
- Library’s Service Officer will alert Library’s Emergency Response Team, and decisions taken about reopening / invocation of the recovery plan made as appropriate

UTILITY FAILURE - (lights, heating, plumbing)

- Notify key staff identified in table above - page 9
- State nature of emergency, and your details (name, location, phone no.)
- If feasible, and if trained to do so, take appropriate action to halt crisis (e.g. stop flood by turning off water)
- For power failure emergency lighting should remain on for up to 3 hours.
- James Joyce Library: As there is insufficient daylight /ambient lighting in the James Joyce Library, the building must be evacuated until the situation is resolved, and power restored.
- Site Libraries:
  - if there is insufficient daylight or ambient lighting the building must be evacuated.
  - if the power failure is expected to last for more than 90 minutes, the building should be evacuated - unless ambient light levels will remain sufficient to light the building
- The decision to evacuate and close a library for safety reasons is determined the University Librarian, Associate Librarian or the Library Emergency Response Team.

Immediate actions to be taken by staff onsite if so directed by Library Facilities Team, and if possible:
- Open all blinds to receive more outside light
- Provide assistance to library users and staff in your area
• If you are in an unlit area, go cautiously to an area that has emergency lighting (although emergency lighting should come on)
• Ascertain if there is anyone in the lift
• If heating fails and temperature drops severely, the Librarian / Library Emergency Response Team will advise if staff should temporarily relocate, or be sent home and the building closed.

Escalation
  o The UCD Emergency Response Team will advise the Library Services Officer or the Library Emergency Response Team Coordinators if the University takes the decision to close the building or Campus
  o The Library’s Emergency Response Team Coordinators will alert the Library staff if the decision is taken to close the Library
  o The Special Collections librarian should be notified if the HVAC in the strong-room has failed and should make a decision as to whether temporary environmental control systems should be applied (e.g. dehumidifiers)
  o The Library Services Officer, or nominee, will stay in contact with the UCD Duty Manager / Buildings & Services / SIRC Office and she will update the Library Emergency Response Coordinators on the situation, and on decisions taken about reopening.

VANDALISM / THEFT

• Remain calm
• Notify key staff identified in table on page 9
• State nature of emergency, and your details (name, location, phone no.)
• Notify SIRC if insurance claim is likely to follow
• Restrict access to the affected area, including areas where broken objects may have scattered. Use hazard tape from emergency kit
• Do not touch the objects

Escalation
• The Library Services Officer will be advised on further necessary actions by the University Emergency Team /Campus Security
• The Library Services Officer will alert the Library Emergency Response Team if necessary

**NUISANCE OR ABUSIVE LIBRARY USER** - including anti-social behaviour; violence; threats; derogatory remarks; excessive foul language, drunkenness

• Remain calm and seek the support of a nearby colleague.
• If you have a radio, call for back up.
• **Where violence or threats are issued:** notify key staff identified in table on page 9
• Ensure Library Services Officer or nominee and Campus security are alerted.
• **In other cases:** give a verbal warning as to the unacceptable nature of their behaviour and the standards of behaviour expected
• If the visitor does not amend his/her behaviour, ask to see their Library Card and take down the name and number.
• Ask them to leave the premises. Let them know that they are barred from re-entering the Library until the matter is addressed by a member of the Library Management Team
• If the person will not leave the building after being asked, notify Campus security
• Restrict access to affected area
• Await the arrival of security for the physical removal of the person
• Do not engage in any physical contact.

**Escalation**

• The Library Services Officer will be advised on further necessary actions by the University Emergency Team /Campus Security
• The Library Services Officer will alert the Library Emergency Response Team if necessary
BOMB THREAT or SUSPECT PACKAGE

A bomb threat may take one of three forms: written (including e-mail, fax etc.), telephone or suspect object.

When suspect package is found:

- Do not touch the object.
- Vacate the immediate vicinity
- Report the discovery immediately to key staff identified in table on pg. 9
- UCD Emergency Response Team will inspect the suspicious item and advise on whether to evacuate the building
- UCD Emergency Response Team will contact the police as required
- If evacuation is recommended, Library Services staff will sound the fire alarm
- If the threat is written, save the letter and envelope.
- Avoid any unnecessary handling of the item
- University Emergency Response Team will determine the appropriate response to any of these threats, including notification of the police.

In the case of a telephone bomb threat

- Remain calm, listen and do not interrupt the caller
- Don’t hang up or the call cannot be traced.
- Follow procedures on Bomb Threat checklist – recording details of the call.
  (See Appendix F, Page 55)
- Report telephone call immediately to key staff identified in table on page 9
- UCD Emergency Response Team will advise on whether to evacuate the building
- UCD Emergency Response Team will contact the police as required
- If evacuation is recommended, Library Services staff will sound the fire alarm
- University Emergency Response Team will determine the appropriate response to any of these threats, including notification of the police.
**Escalation**

**Searching the building**

At the discretion of the University Emergency Team, a search by Library staff / facilities staff and/or volunteer occupants may be conducted with or without subsequent building evacuation.

**Evacuating all or part of the building**

- **Prior to evacuation**, a search by facilities staff and UCD security, and library staff as required, shall check all openly accessible evacuation routes for unusual objects - including corridors, stair wells, public areas in and around the building, and the assembly area. List of fire marshals in – Appendix B
- Time permitting, it is advisable to leave doors and windows open
- **Evacuation of the Building**:
  - Follow the fire evacuation procedures.
  - Ask occupants to take all personal possessions with them to facilitate identification of unusual objects.
  - Where necessary, direct people who cannot be evacuated from the building to the refuge area on the relevant floor, and await instructions.
  - Await further instructions from the UCD Emergency Response Team or Library Service Officer
  - After leaving the building, assemble at the meeting point.
  - Do not leave the assembly area until advised to do so by the University Emergency Team / Library Services Officer / or police.
  - The Library Services Officer will be advised on further necessary actions by the University Emergency Team /Campus Security
  - The Library Services Officer will alert the Library Emergency Response Team if necessary
MEDICAL INCIDENT

For James Joyce Library:

- Contact the Point in the James Joyce Library – ask them to alert a First Aider in the building - see Appendix A for list of names on Page 36
- The First Aider takes charge of the situation, and decides if an ambulance is required
- If an ambulance is required the First Aider or the Library Services Officer or nominee will report such to the UCD Duty Manager – ext 7000. Provide clear information on the problem, location of the person and the best point of access
- If several people had been hurt then the Duty Manager will call on UCD Emergency Response Team for backup as required
- Report incident to Library Services officer – see page 9
- The Library Services Officer will advise on any additional actions required
- If required the Library Services Officer will notify the Library Emergency Team Coordinators
- An Incident/Accident form has to be filled out by the following people: a) the person involved, b) the person on duty, C) anyone else involved

For Site Libraries

- Contact First Aider in the Site Library- list of names Page 36
- If First Aider is not available, report the incident to UCD Duty Manager – ext 7000, (all have first aid training)
- If an ambulance is required the first aider or the Library Services Officer or nominee will report such to the UCD Duty Manager – ext 7000, Provide clear information on the problem, location of the person and the best point of access
- If several people had been hurt then the Duty Manager will call on UCD UCD Emergency Response Team for backup as required
- Report incident to Library Services officer – see page 9
- The Library Services Officer will advise on any additional actions required
- If required the Library Services Officer will notify the Library Emergency Team Coordinators
An Incident / Accident form has to be filled out by the following people:
- a) the person involved,
- b) the person on duty,
- C) anyone else involved

UCD CAMPUS EMERGENCY

Shelter-Shut-Listen model of response

In the event that notification of a major campus incident is received then all staff and students should adhere to the Shelter-Shut-Listen model of response.

In the event that a critical incident is notified staff and students should:

- **shelter** in a building, preferably in a secure area with access to a telephone and the UCD computer network.
- Lecturers should direct students to remain indoors and should seek further information on their behalf via the UCD website or UCD Emergency Response phone line (ext. 7999).
- Staff should remain **shut** in their location until they are advised that the incident is over or until they are requested to leave the area.
- In the event that staff are required to evacuate an area the building the fire alarm will be used to inform all building occupiers and further instructions will be given upon building evacuation.
- Unless instructed to do otherwise staff should remain indoors and **listen** for further instructions.
- Further instructions may be issued via voicemails; website; e-mail; campus siren, etc.
RAISING THE ALARM

OUTSIDE OPENING HOURS
RAISING THE ALARM - OUTSIDE OPENING HOURS

Outside of opening hours, emergencies are reported to the Library Services Officer by the UCD Duty Manager; UCD First Response Team or UCD Emergency Response team

The Library Services Officer will:

- Obtain as much information as possible - What has happened / where is the damage / who is on site / who has been contacted?
- Is the normal meeting point okay? If not, where is meeting point?
- Advise caller on what to do until you arrive (where to find disaster plan, liaise with emergency services until your arrival)

Based on information given / time of day/night, the Library Services Officer will:

- Contact the Library Emergency Response Team Coordinator(s)
- Decide which other members of the Library Emergency Response Team to notify
- Advise those called in of the location of the assembly point and to bring:
  - Copy of Emergency Plan
  - Money & College ID
  - Mobile phone
  - Warm clothes & stout shoes
  - Wellington boots and waterproofs
  - Equipment they may keep at home
  - Useful equipment like torches
  - Glasses rather than contact lenses
  - Flask and something to eat
  - Not to talk to press on arrival

- Library staff called in should proceed immediately to the meeting point and make an assessment of the incident as quickly as possible.

Note: Based on the nature of the Emergency the UCD Emergency Team may also be assembled
INCIDENT ASSESSMENT AND CONTROL

The first member of the Library Emergency Response Team to arrive at the emergency scene should:

- Get report from first responder
- Establish a control point
- Make themselves known to the Emergency Services present.
  - Locate emergency plan – own copy, in red folders in each Disaster Bin, in the Planning and Administration Office, Level 4, and in the Emergency Equipment Room 10, James Joyce Library basement
- Determine when access will be possible - seek to conduct a site tour as soon as possible
- Ascertain which areas of the Library are affected.
- Discuss priority collections located in affected areas.

If access is possible, and when building is deemed safe by SIRC, Library Emergency Response Team members will

- Conduct a site tour and record details of the incident using form in Appendix E.
- Upon completion of assessment, determine a response strategy and action plan
  - Each Manager should use their checklists (pg. 26 – 34), and determine what actions are required
  - Resources required for these activities should be identified and sourced as appropriate
- **Emergency Response Coordinator:** establish communications plan for regular meetings with the other team members
- **Buildings Recovery Manager:** confirm the building and areas to be salvaged have been made safe and are accessible
- **Salvage Manager:** determine the order, and way in which collections should be salvaged
- **Security Manager:** confirm that local security measures are in place
- **Service Recovery Manager:** activate business continuity arrangements

If access is not yet possible

- **Determine from UCD Emergency Response Team /SIRC** when Emergency Services are likely to hand over the building.
- Based on the briefings and estimated time of entry, prepare response as necessary
- Alert suppliers, staff, volunteers, lenders, university Communications, stakeholders, governing body
- Prepare equipment and order in more as required
- Activate service continuity arrangements
- Head of Outreach to provide updates to UCD Communications in order to support pro-active liaison with the press.
- Stand down staff not immediately required.
GUIDELINES

LIBRARY EMERGENCY RESPONSE TEAM COORDINATOR(S)

Responsibilities

- Liaise with the Emergency Services, as required
- In conjunction with Library Services Officer, liaise with First Response Team / UCD Emergency Response Team
- Liaise with UCD SIRC and UCD Safety Office - SIRC is responsible for insurance management.
- Liaise with Hartwell’s, if called in
- Liaise with Library Head of Outreach, who will liaise with UCD Communications
- Facilitate communication between the Library Emergency Response Team, and Library staff
- Liaise with other UCD units, or outside institutions for assistance (space, people, equipment, expertise)
- Financial controls for the salvage and recovery operation
- Contacting and mustering staff for the emergency operation

Immediate actions to be completed

- Notify all relevant staff who will be required for the recovery effort
- Ensure funds are available to procure equipment and secure suppliers to make the building accessible and facilitate the recovery of collections
  - Set up a financial system / code for expenditure associated with recovery operation
  - increase balance on organisational credit cards
- In collaboration with SIRC, notify National Disaster Response Scheme if equipment is required
- UCD SIRC office will contact university Insurer
- If required, and in consultation with Library Salvage Manager/Special Collections Librarian, notify Hartwell’s.
- Alert SIRC /other key university personnel if Hartwell’s being brought on site
- Ensure a risk assessment has been carried out, by UCD SIRC Buildings & Services, before salvage operation commences
- Liaise with University Librarian / Library Head of Outreach / UCD Communications to ensure statement is issued to the press
- In conjunction with the Special Collections Librarian / University Emergency Team, ensure all depositors (lenders of materials to Special Collections; exhibitions etc.) and stakeholders are notified about the status of the relevant Library Building
As the salvage operation progresses

- Support the Library Emergency Response Team in arranging resources identified as required for the recovery effort.
- Arrange for regular meetings of the Library's Emergency Response Team.
- Closely monitor the timescales for recovery and identify solutions to speed the salvage process up where necessary.

After the salvage operation is completed

- SIRC will appoint someone to liaise with UCD insurance company over insurance claim.
- Appoint someone as contact person with Hartwell's.
- Set up a post-disaster review committee, to include Disaster Response Coordinators, and relevant managers/staff involved in the disaster recovery process to discuss required (i) remedial work and (ii) revisions of disaster plan.
- Draw up a report outlining the incident, loss of materials/equipment/disruption to service etc., including recommendations/appropriate remedial work required to avoid repetition of the incident source.
- Thank those members of staff who were involved in the recovery operation.
GUIDELINES

BUILDING RECOVERY – Library Services Officer

Responsibilities

- Ongoing containment of the building after the incident - working with UCD Estates / Duty manager / Richview Security (Tops Salvage and restoration of non-collections items (furniture, IT equipment etc.)
- Liaise with UCD Buildings & Services on repair efforts
- Source space suitable for the recovery effort
- Provide appropriate supports for staff involved in the building restoration effort. (pg. 35)
- Establish a rest and first aid area for the duration of the event.
- Liaise with Services Recovery Team as required for the Library Sites

Immediate actions to be completed

Working with UCD Estates ascertain the following:

- The situation regarding access to the building and to the damaged areas.
- If there have been any breaches to the external areas of the building. If required arrange for protection from elements and report to UCD Estates.
- If there is internal damage to areas. Make safe if possible. If required mark areas with tape and signage as appropriate.
- The condition of the building either by liaison with UCD Estates or by personal visual check.
- Provide a comprehensive list to UCD Emergency Management Team and the Library Emergency Team Coordinators of the following:
  1. Damaged areas - indicating the severity of the damage.
  2. At risk areas close to or in danger from the damaged areas.
  3. Safe areas
- Provide regular update of this information as required or as is possible, hourly, daily, weekly.
- Secure all entrances and breaches of the building - arranging security if necessary.
- Implement a site register for entry and exit to the building or to the damaged areas, to ensure control of the site.
- Protect all ‘at risk’ areas as necessary (polythene sheeting, moving things etc.) as soon as possible.
- Ensure that any undamaged collections are protected from further damage (e.g. see page 40-50). Actions may include:
  - Polythene sheeting
• Moving items (only to be done with the approval of Salvage Manager and if a tracking / documentation system is established)

• Source space for the accommodation of materials to be removed from the affected area and provide a clear route to this area
• Arrange for supply of equipment to ensure environmental control eg wet vacs/heaters/dehumidifiers etc.
• Arrange removal of electrical equipment.
• Identify and/or create a ‘rest and first aid’ area for staff working on the recovery. If necessary provide directions to a ‘rest and first aid area” outside the library
• When possible begin Risk Assessments.
• Ensure photographs are taken of damaged areas, before, during and after salvage operations.

As the salvage operation progresses

• Risk assess each area as necessary to begin salvage operation.
• Provide First Aid support as necessary.
• Using the Recovery plan provide appropriate, protective clothing, equipment etc to staff.
• Organise supply of equipment to ensure environmental control as necessary, including dehumidifiers, heaters etc.
• Reassess risk assessment periodically and monitor the usage of Personal Protective Equipment by staff working in the salvage area and take action if necessary e.g. mould growth
• Provide logistical support to the Salvage Team, including assistance with moving items from the salvage site to the assessment area, using their established tracking /documentation system.
• Provide vehicular access as necessary, and advise UCD Transport (phone number).
• Assist in the organisation of catering as required, and working with Planning and Administration.

After the salvage operation is completed

• Working with UCD Estates, arrange for the sanitisation of the affected area if necessary
• Assist Salvage Manager with monitoring levels of humidity and temperature in the affected area. If environmental conditions fail to return to normal, appoint a specialist contractor
• Make arrangements for the replacement and redecoration of the fixtures and fittings of the affected area.
• Make assessments of any further repair work that is necessary to the ingress point to prevent a reoccurrence of the problem
• Re-evaluate the risk assessment of the building to establish risks of occurrence of this problem in other areas
GUIDELINES

SALVAGE RECOVERY: Head of Collections, Special Collections Librarian & Planning Administration SLA

Note: Salvage Guidelines – Appendix D, Page 40

Responsibilities

- Protection and avoidance of damage to nearby unaffected collections
- Minimisation of further deterioration to the damaged material after the point of discovery
- Where confidential materials and staff files are involved, alert Planning & Administration SLA, and ensure relevant staff are called to work on salvage recovery.
- Salvage, removal and treatment for the damaged material
- Prioritisation of the damaged items for recovery
- Communication of handling techniques to staff (salvage staff will have had disaster prevention training, and refresher training)
- Supervision of salvage work

Immediate actions to be completed

- Estimate number of items damaged and length of time salvage operation will take
- Ensure that the affected area is photographed before salvage commences and that photographs are taken of the recovery effort
- From initial projections of the damage count, and working with SIRC, decide on whether specialist contractors will be required to assist and contact as appropriate. (noting critical 48 - 72 hour time-period)
  - External UCD insurers (SIRC contact the insurers)
  - External Conservators
  - Harwell
  - Specialist moving contractors
- Source labour for moving material – see Salvage Team list: page 7. For major disaster SIRC, in collaboration with UCD Insurers, may be able to assist with labour provision.
- Ensure sufficient space has been allocated for laying out materials
- Source all materials required for the salvage operation. This may include crates, trestle tables, blotter, tags, polythene bags
- Establish a policy on the materials to be salvaged. This will include identifying priorities and a salvage schedule. Bear in mind the priority lists and swiftly deteriorating formats (e.g. coated paper, parchment). Discuss with Special Collections Librarian and relevant Collection Development Librarians
o If appropriate, establish a system for weeding either at the point of salvage or at the treatment area in discussion with Head of Collections or nominee and Collection Development librarians
o Materials not to be salvaged should be packed and stored separately.

o Work with SIRC, who liaise with University Insurers, to establish how these items are to be listed for the purposes of insurance claims
o Seek advice from Harwell’s as work progresses and as needed
o Establish a documentation system for tracking items – see Appendix D, page 47
o Based on the scale, decide if separate salvage / sorting / treatment / packing or stabilisation teams are required, or if materials should be treated by one team from the point of removal
o Create teams for the salvage operation and ensure that each team has at least one conservator and a team leader.

o Ensure that staff are briefed on Health and Safety, PPE, documentation and handling techniques before salvage begins

o Ensure that photographs are taken, on an ongoing basis, of the recovery effort.

As the salvage operation progresses

o Monitor timescales per shelf very carefully – if the timescale for removal of all materials is likely to exceed 2-3 days, look for ways in which the timescales can be improved and be prepared to change tactic (call in more assistance, reduction in material to be air-dried due to space/time constraints)

o Think ahead as to the requirements for equipment such as crates and ensure that they are delivered to schedule

o Work with the Buildings Recovery Manager to monitor the environmental conditions in the store affected with a view to the protection of unaffected material still in-situ

o Remove the polythene sheeting from shelving when the immediate threat of water-damage has passed

o Keep staff motivated

After the salvage operation is completed

o Obtain quotations for restoration companies/conservators for any drying / cleaning work that can be outsourced and discuss with budget holder

o Replace all used equipment from the disaster kit

o Ensure that appropriate remedial work is undertaken to avoid repetition of the incident source

o Do not re-shelve anything which was water-damaged until you are satisfied that it is thoroughly dry. It may be advisable to quarantine for a period of 6 weeks and monitor for signs of mould growth

o Before re-shelving, ensure that the root cause of the problem has been rectified and that the risk of recurrence is low and / or that items have been protected as far as possible in situ (boxing, raising the level of shelving, not using vulnerable locations etc.)

o Conduct a review of the performance of the plan

o Thank those members of staff who were involved in the recovery / salvage operation
GUIDELINES

SERVICE RECOVERY: User Services Manager / Planning & Administration (Business Continuity) / Library IT

Responsibilities

- Restoration of administration systems (phones, post etc.)
- Work closely with Head of Library IT to restore IT facilities
- Communication with users and interested parties about the incident
- Business continuity and resumption of service
- Communication to all staff

Immediate actions to be completed

- Working with the Library’s Emergency Response Team make an initial assessment as to whether any service can be operated in the next 24 hours:
- If the Emergency Response Team have confirmed the building is safe to open but the Service Recovery Team decide to shut the Library advise the Emergency Response Team
- Record messages, and updates on appropriate telephone lines to ensure users are aware of the current status of whether the service is open or closed (See Page 56 – 58)
- Provide updates for Head of Outreach to update the Library website, Plasma Screens etc. regarding current status of opening; and to send a circular note to all registered users via email -see Communication Strategy page 54
- Using templates in the Emergency Packs, put up notices re closing on entrance doors / points to Library building if possible
- Working with Library IT Services, assess whether IT infrastructure is operational
- Establish Business Continuity targets for the next phase of recovery
- Notify any institutions with which UCD Library has reciprocal service arrangements (Page 9), alerting them about the situation, estimate timeframe where access may be sought for readers, and confirming details re no. of extra students each partner institution can accept.

As the salvage operation progresses

- Keep the Emergency Response Team Coordinator(s) Manager updated on progress
- Provide Head of Outreach with progress updates so she can post up to date information on website, contact UCD Communications as required, and contact users by email
- Ensure that any staff not involved in the recovery effort are advised at home of any alternative locations to report to when they are next due at work.
After the salvage operation is completed

- Based on the anticipated timescales for complete recovery, make the necessary arrangements with the Salvage Recovery Manager to minimise disruption to users.
GUIDELINES

IT RECOVERY MANAGER

Responsibilities

- Restoration of Library IT Services (business-critical library IT services, LMS, Encore, ProQuest, access control, EzProxy, Front of House PCs, Self Services devices)
- Contact LITS team as required
- Ensure off-site copies of essential documentation are available for troubleshooting for all library systems. (Documents are to be encrypted on Google Drive)
- Work with Service Recovery Manager to ensure business continuity and resumption of service
- Liaise with relevant vendors as required
- Contact UCD IT services relating to network etc. as required.
- Provide Head of Outreach with regular updates to communicate to users about the incident

Immediate actions to be completed

- Make initial assessment as to the root cause of the problem, estimate the potential downtime and notify key staff
- Assess whether UCD IT services is operational as far as possible including internet access
- Ensure that servers and off-site copies of essential documents are unaffected
- If required access paper back-up copies stored in JYL Server room

As the salvage operation progresses

- Work on resolution, contacting appropriate vendors or support personnel as required
- Establish communication channels if several sites are affected
- As required, liaise with the appropriate third party support. – see Page 60
- Liaise with UCD IT Services applying suitable levels of priority to the event, ensuring the necessary resolution is applied in a timely and appropriate manner and escalating the issue if required
- Provide Head of Outreach with regular progress updates to be posted on website and to contact users by email
- Keep Service Recovery Manager up to date with progress
- Contact a Data Recovery Company, as required and if electronic records are damaged - See Appendix F, Page 60
- Working with Library Services Officer/ Facilities, coordinate the movement of IT equipment to another branch or premises, in the event that the Library should have to close/relocate.
- Coordinate disposal of IT waste with Buildings & Services.
GUIDELINES

SECURITY MANAGER

Responsibilities

- Assist Library Services Officer as required
- Co-ordinate with UCD Duty manager / Library Facilities Team to ensure security of the original site/s and the relocation site/s
- Ensure security of items in transit
- Establish site control and register of staff including contractors
- Establish documentation procedures for moving salvaged items to other locations
  - Ensure clear labelling, in both sites, of shelves / crates, indicating the priority order for collection salvage – as per appendix xx, and liaising with Salvage Manager or nominee

Immediate actions to be completed

- Working with UCD campus security staff, and Buildings & Services as appropriate, identify key security issues
- Identify resources required to fully protect the site
- Establish communication channels if several sites are affected
- Establish full site security control
- If parts of the collection is to be move, establish security control requirements at relocation site
- Agree collection priorities with Head of Collections/ Special Collections Librarian
- Liaise with Head of Outreach to ensure external lenders are fully appraised of the situation with regards any movement of their collection materials
- Liaise with Special Collections Librarian to ensure external lenders are fully appraised of the situation with regards any movement of their collection materials and that they agree to the relocation
- Liaise with SIRC to ensure UCD insurers are fully aware of new locations for collections
- Liaise with Head of Salvage to ensure photographs are taken at various stages of the salvage / moving of stock process
Notes on Leadership during Emergency Response

Try to maintain a sense of humour to ensure the inevitable tension is relieved. Projecting a calm demeanour will help those around you remain calm.

Be flexible: the situation will be constantly evolving. Do not shoot the messenger. If you are feeling overwhelmed, take 5 minutes of time out.

Ensure all team members are kept updated on progress – notice boards which are kept updated are often motivational in these situations if you can’t speak to everyone individually.

Expect staff to suffer from a range of emotions, including grief and shock. Watch out for signs of acute stress (short temper, anxiety, irritability, tenseness), and physical fatigue.

Explain tasks in plain English as far as possible and avoid terminology and jargon. If in any doubt, ask them to explain back what you’ve asked to ensure they understand.

Keep your team focussed, and take regular breaks (short break every hour, longer break every 3 hours).

Ensure the working environment is as comfortable as possible given the circumstances e.g. make sure chairs and portable heaters are available.

Meet at the beginning and end of each day at least. Remember to say thank you for the work that has been done, even if no one is thanking you yet!

Ensure experienced object handlers are spread out to help those with less experience. Ensure with the Emergency Manager that UCD SIRC have names and contact details of all non UCD volunteers, as they have to be notified to the Insurers.

Ensure proper supervision throughout. Do not be afraid to turn away volunteers, or assign them to less risky tasks if they cannot be appropriately supervised.
# APPENDIX A – First aid representatives and AED Qualified Users

**The James Joyce Library**

<table>
<thead>
<tr>
<th>Name</th>
<th>Ext.</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Derek Bell</td>
<td>7157</td>
<td>Level 1 - Facilities</td>
</tr>
<tr>
<td>Angela Fox</td>
<td>7518</td>
<td>Level 2 - CS</td>
</tr>
<tr>
<td>Julie Blunn</td>
<td>7664</td>
<td>Level 1 - Facilities</td>
</tr>
<tr>
<td>Shirley Moloney</td>
<td>7067</td>
<td>Level 4 – P&amp;A</td>
</tr>
</tbody>
</table>

**Richview Library**

<table>
<thead>
<tr>
<th>Name</th>
<th>Ext.</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emily Doherty</td>
<td>2779</td>
<td>Richview</td>
</tr>
</tbody>
</table>

**Vets / HSL**

<table>
<thead>
<tr>
<th>Name</th>
<th>Ext.</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amanda Doran</td>
<td>7067</td>
<td>HSL</td>
</tr>
<tr>
<td>Jin Liang</td>
<td>6581</td>
<td>HSL</td>
</tr>
</tbody>
</table>

**Blackrock Library**

<table>
<thead>
<tr>
<th>Name</th>
<th>Ext.</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andrew Moynihan</td>
<td>4370</td>
<td>Blackrock</td>
</tr>
</tbody>
</table>
APPENDIX B– Fire Marshals

Chief Fire Marshals

<table>
<thead>
<tr>
<th>Marshal</th>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Monica Glynn</td>
<td>7692</td>
</tr>
<tr>
<td>2.</td>
<td>Julie Blunn</td>
<td>7664</td>
</tr>
<tr>
<td>4.</td>
<td>Peter Hickey</td>
<td>7355</td>
</tr>
<tr>
<td>5.</td>
<td>Sarah McLaughlin</td>
<td>7627</td>
</tr>
<tr>
<td>6.</td>
<td>Gisela Byrne</td>
<td>7627</td>
</tr>
<tr>
<td>7.</td>
<td>Marie Burke</td>
<td>7614</td>
</tr>
</tbody>
</table>

J JL Fire Marshals

<table>
<thead>
<tr>
<th>Level</th>
<th>Name</th>
<th>Work Area to check</th>
<th>Radio Location</th>
</tr>
</thead>
</table>
| Level 1 | Anne Griffin, Carolyn Ryan, Marian Drew, Sarah McLaughlin, Gisela Byrne, Anne-Marie Smith | * Toilets  
* Meeting Rooms  
* Staff area  
* Main exit  
* Collections exit | Facilities OPs Area |
| Level 2 | Susan Daly, Peter Hickey | * Main toilets /stair  
* Small male toilets / exit  
* Small female toilets/exit  
* Escalator | Information desk |
| Level 3 | James Molloy           | * Main fire Exit  
* Male toilets / exit  
* Female toilets / exit  
* Escalators | Office 302   |
| Level 4 | Carmel O'Sullivan, Ros Pan, Josh Clarke | * Main fire Exit  
* Male toilets/exit  
* Female toilets/ exit  
* Escalators | Planning and Admin office |
## APPENDIX C – LOCATION OF DISASTER RECOVERY BINS

<table>
<thead>
<tr>
<th>AREA</th>
<th>LOCATION</th>
<th>MAP NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>JAMES JOYCE LIBRARY</td>
<td>BASEMENT ROOM NO. 10</td>
<td></td>
</tr>
<tr>
<td>JAMES JOYCE LIBRARY</td>
<td>GENERAL STORE</td>
<td></td>
</tr>
<tr>
<td>JAMES JOYCE LIBRARY</td>
<td>SPECIAL COLLECTIONS</td>
<td></td>
</tr>
<tr>
<td>JAMES JOYCE LIBRARY</td>
<td>LEVEL 2</td>
<td></td>
</tr>
<tr>
<td>JAMES JOYCE LIBRARY</td>
<td>LEVEL 3</td>
<td></td>
</tr>
<tr>
<td>JAMES JOYCE LIBRARY</td>
<td>LEVEL 4</td>
<td></td>
</tr>
<tr>
<td>VET LIBRARY</td>
<td>BEHIND INFORMATION DESK?</td>
<td></td>
</tr>
<tr>
<td>ARCHITECTURE LIBRARY, RICHVIEW</td>
<td>MAIN OFFICE</td>
<td></td>
</tr>
<tr>
<td>BLACKROCK LIBRARY</td>
<td>REAR STORAGE AREA – OPPOSITE BACK DOOR</td>
<td></td>
</tr>
<tr>
<td>HEALTH SCIENCES LIBRARY</td>
<td>BACK OFFICE, LEVEL 1</td>
<td></td>
</tr>
<tr>
<td>NEWSTEAD</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Disaster Bin Contents

<table>
<thead>
<tr>
<th>Admin:</th>
<th>1 x A3 Clear Plastic folder + contents Clipboard,</th>
<th>Pencils, sharpener, pens, markers, A5 note pad, labels</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1 x small toolbox containing</strong></td>
<td>1 x scissors, 1 x Utility Knife, 2 spontex sponges</td>
<td>Selection of Paint brushes Selection of Small Plastic bags selection of self-adhesive labels Selection of Tyvek labels</td>
</tr>
<tr>
<td><strong>General Contents:</strong></td>
<td>2 x wellingtons: sizes 4 &amp; 9 2 x pair handlers gloves 20 x plastic sacks, large. 35 x 22 20 x plastic sacks, medium 32 x 18 20 x plastic sacks, small 18 x 12</td>
<td>2 x yellow hard hats 1 x 1/2 roll of mutton cloth. 1 x plastic dust pan. no brush 1 x plastic bucket 1 x micro Fibre cloth 2 x packs paper towels 1 x roll of Cotton twine</td>
</tr>
<tr>
<td><strong>Disaster interleaving:</strong> Whatman filter paper</td>
<td>4 PACKS 10 x 7 ins 3 PACKS 14.75 x 10 ins</td>
<td>2 PACKS 20 x 14.75 ins 2 PACKS MYLAR 20 x 15 2 PACKS MYLAR 15 x 10</td>
</tr>
<tr>
<td><strong>Safety equipment:</strong></td>
<td>1 x 3m Dust mask 5 x TYVEK disposable overalls. Sizes : 1 med., 2 large, 2 Xlarge 2 x Box nitrile disposable gloves. Size: Xlarge &amp; Small</td>
<td>3 x Hi-Vis warning vests 1 x Roll of zebra Red &amp;White CAUTION TAPE 5 x Disposable aprons</td>
</tr>
</tbody>
</table>
APPENDIX D - LOCATION OF EXTRA EQUIPMENT – IN UCD

LOCATION OF SALVAGE STOCK ACROSS UCD –

Other heritage collections – archives, folklore, special collections, university in general

**Example, key holder, contact name**

<table>
<thead>
<tr>
<th>Item</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large sheet waste paper (newsprint cord)</td>
<td></td>
</tr>
<tr>
<td>Smoke Sponges</td>
<td>Mutton Cloth</td>
</tr>
<tr>
<td>Sack Trucks</td>
<td></td>
</tr>
</tbody>
</table>

**Example, key holder, contact name**

<table>
<thead>
<tr>
<th>Item</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tarpaulins</td>
<td>Bubble Wrap, large roll</td>
</tr>
<tr>
<td>Large roll polythene sheeting (heavy gauge)</td>
<td></td>
</tr>
<tr>
<td>Wet Strength Interleaving, full sheet 755mmX680mm</td>
<td>Polythene fragment bags</td>
</tr>
<tr>
<td>Wet Strength Interleaving (cut to sizes)</td>
<td>Blotting Paper, full sheet</td>
</tr>
<tr>
<td>Extra wellingtons, Hi-Vis jackets</td>
<td>Gloves</td>
</tr>
<tr>
<td>Polythene bags (large and medium)</td>
<td>Fans</td>
</tr>
</tbody>
</table>

Newstead - ? elsewhere on campus

Plastic Crates

<table>
<thead>
<tr>
<th>MOPS AND BUCKETS</th>
<th>PORTABLE FANS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housekeeping ?, Newman Building</td>
<td>Contact</td>
</tr>
</tbody>
</table>

Contact

<table>
<thead>
<tr>
<th>DEHUMIDIFIERS</th>
<th>WET N DRY VACUUMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact: XX</td>
<td>Contact</td>
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</tbody>
</table>
APPENDIX E – SALVAGE GUIDELINES

4 key activities for the salvage of damaged objects

<table>
<thead>
<tr>
<th>SALVAGE</th>
<th>TREATMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>SORTING</td>
<td>STABILISING / PACKING FOR FREEZING</td>
</tr>
</tbody>
</table>

Minor incidents

A small team can salvage, sort, dry and pack those items to be stabilised without needing to create separate teams. However the same instructions should be followed.

- Materials should be salvaged and moved in crates, then transferred to a separate assessment area
- The top of the table should be the sorting area
- Items for freezing/stabilisation can be packed in a crate to the side of this table
- A wind tunnel can be created underneath the table and spare floor space around used as extra drying space
- Washing lines can be created around the legs of chairs or tables for items that can be hung to dry (damp files, pamphlets).

Major incidents

Assess items for the best treatment options at the site of salvage - to reduce space taken and manual handling; and for the majority of items to be frozen.

Ideally all material wetted should be stabilised or drying within **48 hours** of becoming wet.
SALVAGE

- Protect unaffected material with polythene sheeting.
- Priority is to rescue damaged material as quickly as possible.
- The Salvage Manager should set the areas for work.
- Salvage Team members may assist the Building Recovery Manager to clear up excess moisture before salvage begins.
- Items should not be sorted / triaged at this stage, but at the sorting area.
- Items should only be removed when all members have been briefed and the reception area is set up.
- Establish a documentation system
  - Give each crate a unique number. When more than one team is working, give a suffix for each team (Paul/crate1, Julie/crate 1 etc.)
  - Draw a bird's eye diagram of the area for documentation purposes. Show all shelves and storage cabinets and any areas where material has fallen onto the floor. Give each case a reference (perhaps a letter) and establish a system of numbering the shelves (1=top, 2, 3, 4, 5, 6 and always asterisk the bottom shelf e.g. 7* - this can be used to cross reference crates (so crate 34 could be shelf K 6 and you will therefore know where that crate originally came from). On the bird’s eye diagram, record the letter and the number of shelves on each case – so in one bay you could have A6, B5, C6, D7 etc. For material on the floor record the shelf it was nearest but make clear that the material was from the floor on the crate tag.
  - Give each crate a tag, recording its unique number and then its original location.
- Where material on a shelf is split up - try to record the total number of crates – 1/2 2/2 etc.
  - **Create a master list of crate numbers**, showing the locations of all original crate numbers.

- Clear floor areas first to prevent further damage and to ensure safety of team members.
- Clear high priority items first.
- Thereafter remove damaged items systematically, ensuring that a record is kept as far as possible of where material comes from.
- Use minimal force to remove tightly wedged material. Two people may be needed. Try to push from behind rather than pull.
- All material should be left as it is found – open, closed, dirty.
- Move items into crates where possible to reduce risk of damage through direct handling.
- If items are in cabinet drawers, remove the entire drawer rather than the individual items where possible.
- If the items are boxed, do not unpack, but take entire box to sorting area (placing in crates if box is too weak

**Equipment**

<table>
<thead>
<tr>
<th>PPE as required</th>
<th>Disaster recovery bin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crates</td>
<td>Bubble wrap</td>
</tr>
<tr>
<td>Trolleys</td>
<td>Documentation kit</td>
</tr>
<tr>
<td>Wet vacuum</td>
<td>Polythene sheeting</td>
</tr>
<tr>
<td>Crate tags</td>
<td></td>
</tr>
</tbody>
</table>
SORTING

- A good deal of space will be required for this task
- Material in boxes, drawers or an enclosure should be checked immediately – it may be that the contents are not wet. If so, remove these into a new box or temporary crate, together with the original box label. This will prevent these items from needing further treatment.
- **Where damage is extensive** stabilise the vast majority of damaged material even if individually the items *could* be air-dried, because simply due to the quantity it will take several days or weeks to process all material.
- Sort items into different categories of damage by type of collection
  - Undamaged material
  - Wet material / Saturated which can be frozen
  - Wet material / Saturated which cannot be frozen
  - Minor water-damage
  - Fire Damage only (not wet)
  - Mould damaged material
  - For further assessment (items which are dirty, stained, distorted)
- **Large mixture of damaged material** - it may be sensible to freeze collections where possible in order to concentrate on those items which require immediate attention and cannot easily be stabilised.
- A cataloguing system should be continued so that items can be tracked and monitored. A record should be kept of where material is to be sent after sorting. If some items from the same original crate are sent for different processes, ensure that all new crates created are recorded and that the original crate number is cross-referenced to this and the item is labelled to show where it originally came from.
- Keep together:
  - Undamaged items and place in a safe area
  - Fire damaged items – and place in a safe area. They can be treated later by a specialist such as HDRS.
- **Minor water damaged items** -> move to the treatment team. (NB that in a major incident, even material with minor water-damage may need to be frozen to prevent mould growth if the scale prohibits getting all of the material dried or drying within 2-3 days).
- Items which are saturated and can be frozen -> send to the stabilising/packing team (please refer to individual treatment guidelines for objects). This material can be treated by HDRS from frozen or thawed in manageable quantities and air-dried.
- Items which are saturated and cannot be frozen (see summary list) -> pass to the treatment team.
• Items for further assessment should either await conservation assessment or be passed to the stabilising/packing team.
• **Mould damaged material** - -> send to the stabilising/packing team.

### Equipment

<table>
<thead>
<tr>
<th>PPE as required</th>
<th>crate tags</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documentation kit</td>
<td>blotter</td>
</tr>
<tr>
<td>Crates</td>
<td>Damage Lists</td>
</tr>
<tr>
<td>Tables</td>
<td>Polythene sheeting</td>
</tr>
</tbody>
</table>

### TREATMENT

- A good deal of space will be required for this task
- This is required for material which has received **minor water-damage** or saturated items that cannot be frozen
- The Salvage Manager will designate an area for air-drying
- Use fans and dehumidifiers to assist drying, but not too near the items and do not apply heat
- Some items should be dried slowly – e.g. Wooden objects. Do not apply fans.
- Use hand-held water sprays or sinks with a gentle stream of water, if necessary to remove surface deposits if possible, but **do not rub or brush material**
- **Cover table tops with sheets of polythene, then blotting paper.** If the sheets of polythene fall to the ground and can be secured, the bottom space can be used as a wind-tunnel.
- Lay items for drying flat on the table tops, absorbing excess moisture with sponges where possible.
- Change bottom layer of blotting paper as it becomes sodden.
- Interleave within the item with blotting paper/newsprint to increase absorption if possible.
- Lines can also be used to dry single sheet items such as photographs, textiles etc.
- Do not attempt to separate material that is found stuck together – a trained conservator may be required.
- Items that do not appear to be drying successfully after 24 hours and which cannot be frozen should be placed in polythene bags to keep the moisture in, air excluded as far as possible, frozen and then dried when the drying team have more time.
- Return empty rates to salvage team
STABILISING / PACKING FOR FREEZING

- Items which are thoroughly wet and cannot be air-dried should be frozen, except the items which appear on the list.
- Excess moisture that can be drained should be removed (liquid water in archive boxes should be removed through making a small hole in the bottom of the box, not through tilting the box).
- All items to be frozen should be bagged or wrapped in polythene where possible.
- Items should be transferred to crates where possible.
- Some items which cannot be frozen can be kept wet. Use solid crates for this purpose.
- Specific guidance on packing for freezing is contained per item in below.

<table>
<thead>
<tr>
<th>Equipment</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>PPE</td>
<td>Disaster recovery bins</td>
</tr>
<tr>
<td>Documentation kit</td>
<td>sponges</td>
</tr>
<tr>
<td>Crates</td>
<td>extra wet-strength paper</td>
</tr>
<tr>
<td>Trolleys</td>
<td>waste paper</td>
</tr>
<tr>
<td>Polythene bags</td>
<td>Tables</td>
</tr>
<tr>
<td></td>
<td>Fans</td>
</tr>
</tbody>
</table>
Guidelines for treating water-damaged objects.

The first 48 hours can make a big difference.

This reference section should provide first-aid advice and treatment for water affected objects. Further conservation advice should be obtained from experts in the conservation/salvage of the various material types. SEE ALSO APPENDIX F- pg. 49.

General points

- Work closely with conservators or more experienced staff at all times.
- Photograph objects before you take steps to salvage them, if possible, if they are insured.
- **Use gloves** to handle objects – they may contaminate you and vice versa.
- Beware of serious health hazards associated with mud and mould. **Wear gloves and protective clothing, including a respirator.**
- Work on high priority collections first.
- In unventilated areas in high temperatures and humidity (>20°C and 65%rH) mould will grow on damp organic items within 48 hours.
- In general, freeze items that cannot dry within 48 hours, but refer to list of items that should not be frozen.
- Handle items with care at all times. Mishandling can exacerbate the damage.

FRAMED ARTWORKS

**Paintings:**
Paintings should be a top priority as the most serious effects of water exposure occur within the first 15 minutes of a disaster.

- Remove from frames in a safe dry place. Do NOT separate paintings from stretchers.
- Collect any fragments of paint that have come off.
- Keep wet paintings horizontal and paint side up with nothing touching the surface.
- Avoid direct sunlight.
- Do not touch the surface of the painting.
- Contact Paintings Conservators for advice.
Art on paper or photos with glass fronts:

- Remove from frames in a safe dry place, unless art is stuck to glass.
- If image sticks to glass, leave it in the frame, dry “glass side” down.
- Otherwise, dry slowly, image side up, with nothing touching the surface.

PHOTOGRAPHIC MATERIAL  DO NOT FREEZE GLASS PLATE NEGATIVES

- Remove from any frame or mountings.
- If soiled immerse prints and glass plate negatives in cold water in their wrappings.
- Where photographs are stuck together consult a photograph conservator.
- Wash colour prints and glass plates in cold water for 15 minutes. Black/white prints, colour and black and white negatives for 30 minutes.
- Remove from their wrappings and lay out flat, emulsion side up on blotting paper.
- Ensure the drying environment is as dust free as possible.
- Incline glass plate negatives slightly to speed drying.

If there are too many for immediate attention, either:

- Keep wet in a container or water for no more than 48 hours. Air-dry.
- Freeze. If possible, interleave each photo with silicone release or waxed paper.

BOOKS AND PAPER - Moving and salvage

Books
- If rinsing, hold book closed.
- Partially /superficially wet or damp: stand open to 45-90° angle on bottom or top edge. Splay pages and air-dry.
- Very wet: lay flat on clean surface. Interleave less than 20% of the book with absorbent material. Replace interleaving when damp. Consider freezing if drying rate very slow.

If too many books to air-dry in 48 hours

- Bag items with loose spines or boards, or leaching dyes
- Pack spine down in sturdy containers such as crates.
- Freeze
Items which may not air-dry well
- Items with very thick text blocks
- Very large items (larger than A4)
- Books with coated papers
- Saturated paper/soft bound items

Books with coated papers
- Risk of pages sticking together
- If air-drying, ensure no pages touch each other
- If air-drying is not possible, prevent the book from drying out by freezing or bagging the book to retain the moisture

Paper
- Air-dry flat as individual sheets, or small piles up to 0.75cm, interleaved with blotter.
- Replace blotter when damp.
- Do not unfold or separate individual wet sheets.

If too many items for air-drying
- Interleave (by groups or individually) with silicone release or waxed paper if time permits.
- Pack papers or files into sturdy containers.
- Freeze.

Boxed material
- Check if the contents are wet
- If yes, place entire box in crate and unless quantity is small or contents are not suitable for freezing, freeze
- If not, remove the contents from the wet box, transfer the label and place into a new box or new enclosure to prevent moisture from reaching the contents.
**AV material**
- Does a copy exist
- Check whether the tape is wet
- Rinse whilst wound in clean lukewarm water
- Support vertically on blotter to dry
- Reassemble and copy

**If too many items for air-drying**
- Prevent tape from drying out by bagging or placing in a bucket of cold clean water
- Contact Harwell for vacuum drying

**DO NOT FREEZE**
- Paintings on canvas
- Paintings on wood panel
- Glass plate negatives
- Waterlogged materials (drain water away first)
- Objects where inlays or veneers show warpage or lifting from substrate.
- Audio visual material
- Glass

If you cannot freeze and cannot air-dry, consider whether it will be appropriate either to keep the item wet either through placing a container full of water, or placing item inside a polythene bag to prevent moisture escape. Drying items too quickly may result in further damage such as cracking and splitting.

**Salvage after fires**

In the aftermath of a fire, prioritise wet items initially. When all wet items have been salvaged, attention can turn to smoke and fire damage. Ensure that all fragments are gathered and bagged or crated with the object.

Get advice from a conservator over treatment options. Smoke residues can be removed through careful cleaning, but advice should be obtained before this commences. Smoke residues are acidic and should not be left untreated for a long time.
<table>
<thead>
<tr>
<th>Object</th>
<th>Priority / rate of deterioration</th>
<th>Handling / packing</th>
<th>Treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Framed artwork (no glass)</td>
<td>HIGH - First 15 mins = worst damage</td>
<td>Remove frames, not stretchers in safe place. Keep horizontal. Collect any flaking paint.</td>
<td>Air-dry paint side up slowly, out of sunlight.</td>
</tr>
<tr>
<td>Framed artwork (glass)</td>
<td>HIGH – risk of adhesions</td>
<td>Remove from frames unless glass is stuck to glass.</td>
<td>Air-dry slowly, image side up. If image stuck to glass, air-dry glass side down.</td>
</tr>
<tr>
<td>Photos</td>
<td>HIGH – risk of adhesions</td>
<td>Remove from enclosures (cut if necessary). Don’t touch or blot surfaces. Rinse with cool clean water (15 mins colour; 30 mins black white and all negs).</td>
<td>Air-dry in dust-free environment image side up or hang, clipping non-image areas. Freeze if quantity is large, separating if possible with melinex or polythene or release paper. Attempts can be made to separate adhered images under water.</td>
</tr>
<tr>
<td>Glass plate negatives</td>
<td>HIGH</td>
<td>Handle with care fragile. Do not freeze</td>
<td>Air-dry on absorbent paper, but tilt slightly to improve drying rate.</td>
</tr>
<tr>
<td>Archive boxes</td>
<td>HIGH (for checking)</td>
<td>Check if water has penetrated inside. If not, rebox. If yes, transfer box to a crate.</td>
<td>Air-dry contents if possible, keeping material from that box in order. If quantity is too large, freeze in crate box (unless contents of box cannot be frozen)</td>
</tr>
<tr>
<td>Books</td>
<td>HIGH – fine bindings, MEDIUM – other books</td>
<td>Push book from shelf, don’t pull. If spine/boards are detaching, secure by bagging or cotton tape. Bandage if shape of volume is badly distorting</td>
<td>Air-dry if superficially wet, fanning to 45 - 90o only if the item can support its weight. Freeze if quantity is large. NB softbound items and large items or items with thick text blocks may be damaged by fanning.</td>
</tr>
<tr>
<td>Paper / parchment</td>
<td>MEDIUM / HIGH</td>
<td>Take care not to tear pages. Remove documents in original boxes if possible. Support pendant seals.</td>
<td>Air-dry on absorbent paper – piles can be made if necessary and space is limited. Unfold as item dries. Freeze if quantity is large. Consult a conservator if significant quantity of parchment becoming wet.</td>
</tr>
<tr>
<td>Books with coated papers</td>
<td>HIGH</td>
<td>Do not allow to dry out naturally – bag to trap moisture or freeze immediately.</td>
<td>Air-dry, ensuring no coated pages touch each other, or interleave with release paper. Freeze if quantity is large.</td>
</tr>
<tr>
<td>Microfilm reels</td>
<td>HIGH for master copies LOW for copies</td>
<td>Stabilise by bagging or placing in a bucket of cold clean water. Bag if there is handwritten information on the box.</td>
<td>Rinse and dry vertically. If too many for treatment, send for external vacuum drying.</td>
</tr>
<tr>
<td>Microfiche</td>
<td>HIGH for master copies. Low for copies</td>
<td>Stabilise by bagging or placing in a bucket of cold clean water. Bag if there is handwritten information on the sleeve.</td>
<td>Air-dry on blotter. If too many for air-drying, send for vacuum drying. Hanging with clips another possibility</td>
</tr>
</tbody>
</table>
APPENDIX F – DAMAGE RECORD FORM

Each crate should be given a number and this form completed for each crate detailing its contents. Upon completion, this form should be given to the salvage Manager. In the event of a major emergency, the form can be used as a summary sheet, detailing just the crate number under ‘Item Ref No’ and a broad summary of contents. Only do this if permitted by the Salvage Manager.

Crate number __________ Original location __________________

<table>
<thead>
<tr>
<th>Item Ref No</th>
<th>Object description</th>
<th>Type of damage</th>
<th>Treatment needed</th>
<th>Moved to (location)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
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</tbody>
</table>


# APPENDIX F – INCIDENT ASSESSMENT FORM

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the nature of the damage?</td>
<td></td>
</tr>
<tr>
<td>Fire/smoke, water, sewage, other</td>
<td></td>
</tr>
<tr>
<td>When did the incident happen</td>
<td></td>
</tr>
<tr>
<td>Which areas are affected?</td>
<td></td>
</tr>
<tr>
<td>Check entire building</td>
<td></td>
</tr>
<tr>
<td>What types of object are affected (manuscripts/EPBs/modern collection)</td>
<td></td>
</tr>
<tr>
<td>Are priority items involved?</td>
<td></td>
</tr>
<tr>
<td>What are the environmental conditions?</td>
<td></td>
</tr>
<tr>
<td>What possible health and safety issues are present?</td>
<td></td>
</tr>
<tr>
<td>How much material is</td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>affected (number of boxes, metres of shelving)</td>
<td></td>
</tr>
<tr>
<td>How extensively has water penetrated into cabinets/boxes</td>
<td></td>
</tr>
<tr>
<td>Is there power / water / heat?</td>
<td></td>
</tr>
<tr>
<td>Are our disaster recovery bins accessible</td>
<td></td>
</tr>
<tr>
<td>Is our extra disaster recovery stock assessable</td>
<td></td>
</tr>
<tr>
<td>Are any areas of the building in a condition to open?</td>
<td></td>
</tr>
<tr>
<td>Do you have access to web-pages and catalogue</td>
<td></td>
</tr>
<tr>
<td>Who needs to be contacted to make decisions about the collections in the building</td>
<td></td>
</tr>
</tbody>
</table>