

DISASTER RESPONSE PLAN

Cornell University Library

Disaster Subcommittee

Department of Preservation and Collection Maintenance

Security and Library Safety Working Group

Cornell University Library

Ithaca, N.Y. 14853

Revised July 2006



INTRODUCTION

This Disaster Response Plan represents an important component of the Cornell University Library's continuing effort to protect its collections

In 1989/1990, the Cornell University Library Conservation Department administered a New York State Coordinated Preservation Grant to develop a Regional Emergency Mutual Response Team for the central region of the state. The Team consists of representatives from SUNY-Binghamton, Cornell University, University of Rochester, and Syracuse

University. Under this grant, Cornell University Library purchased and installed a freezer at the Library Annex for the storage of water-damaged materials, and major disaster supplies were purchased for each of the participating institutions as well. The Cornell University Emergency Manual was developed at this time.

The Department of Preservation and Collection Maintenance updated the CUL Emergency Manual in 2006. While the Manual provides some basic information on responding to disasters, its purpose is broader in scope and intent. Believing that it is always better to prevent a disaster than to recover from one, the Manual contains a "Safety and Security Audit" which is designed to help collections avoid situations that could lead to disasters. However, even with the best of precautions, disasters do occur, and the intent of this Disaster Recovery Plan is to aid libraries in responding quickly and effectively to minimize the damage and speed recovery.

The Disaster Plan is organized to move from first response (see Phone Tree, page 2) through the steps involved in recovering from a minor disaster, usually involving fewer than 500 volumes, followed by steps to be taken in the event of a major disaster. The last section of the manual contains appendixes which explicate the text and include a list of additional supplies and services available locally and regionally. The basic Plan is generic. It is designed to accommodate the individual unit's conditions and needs. But it is useful only if it is completed and updated periodically. This is the responsibility of the disaster liaison in each unit. Once completed, copies of the Plan should be kept in the homes and offices of each member of the unit's disaster response team (see page 2). One copy should be placed in the emergency unit supply box, and another filed with the Conservation Department.

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II. DISASTER PHONE TREE

In the event that emergency conditions (fire, flood, etc.) cause damage to any library collection, notify the following people:

<u>NAME</u>	<u>PHONES</u>			<u>E-MAIL</u>
	<u>Office</u>	<u>Home</u>	<u>Cell</u>	

CUL. Unit Director/Librarian

Customer Services (Maint.)

Unit Emergency Coordinator

<u>BARBARA BERGER EDEN</u>	<u>5-5291</u>	<u>272-8595</u>	<u>607-592-8646</u>	<u>beb1</u>
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Director, Preservation/Conservation

The Emergency Coordinator will contact other members of the Unit's Disaster Action Team as needed. The team consists of staff from the unit who have indicated a willingness to assist in recovery activities. At least one team member should be trained in handling and air drying wet library materials. (Indicate those who have been trained with an asterisk).

UNIT DISASTER ACTION TEAM

CENTRAL DISASTER TEAM (In the event of a major emergency, the following trained individuals will join the unit disaster action team.)

<u>BARBARA B EDEN</u>	<u>5-5291</u>	<u>272-8595</u>	<u>592-8646</u>	<u>beb1</u>
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Director Preservation & Collection Maintenance

<u>MICHELE E BROWN</u>	<u>5-2484</u>	<u>539-6354</u>		<u>mb72</u>
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Book Conservator

<u>JOAN M BRINK</u>	<u>5-9440</u>	<u>257-0205</u>	<u>279-3320 or 279-7691</u>	<u>jmb7</u>
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Conservation Liaison

<u>TATYANA PETUKHOVA</u>	<u>3-3164</u>	<u>257-6594</u>		<u>tp16</u>
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Paper Conservator

<u>JOHN P MARMORA</u>	<u>5-6905</u>	<u>546-9861</u>		<u>jpm7</u>
-----------------------	---------------	-----------------	--	-------------

Collection Maintenance

<u>JONATHAN E FRANKEL</u>	<u>5-9687</u>	<u>272-4162</u>		<u>jef17</u>
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Collection Maintenance

<u>SUSAN M COBB</u>	<u>5-4005</u>	<u>272-4162</u>		<u>smc18</u>
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Collection Maintenance

III. HOW TO DEAL WITH MINOR EMERGENCIES

A. IMMEDIATE STEPS

The following steps should be taken in the event of an emergency that can be handled on the premises and that does not pose a threat to physical safety. This usually involves fewer than 500 volumes.

FIRE:

1. Pull the fire alarm. (Public Safety and Life Safety Services will automatically be alerted.)
2. Follow the emergency evacuation plan for your library. (A copy of the plan should be located in the Safety and Security Manual.)
3. Notify: PUBLIC SAFETY (5-111) and contact individuals on Disaster Phone Tree (pg. 2).

WATER:

DO NOT ENTER AN AREA THAT IS FLOODED UNTIL MAINTENANCE AND SERVICE ELECTRICIANS HAVE DISCONNECTED THE ELECTRICITY--THERE IS EXTREME DANGER OF SHOCK.

1. Notify: _____ and contact individuals on Disaster Phone Tree (pg. 2)
(Building or Facilities Coordinator)
2. Once it is safe to enter the area, cordon it off to prohibit the public from entering.
3. For water coming from above:
 - § Cover stacks with plastic sheeting located in your unit's emergency supply box:
 - § OR move books off shelves, including adjacent library materials or property that might be damaged to a clean, dry area.
4. For water coming from below:
 - § Move books off shelves to another location OR
 - § Move books higher on shelves.
5. Contact Customer Services, Maintenance (5-5322) if assistance is required with building repairs or clean up of affected stack area. Be sure to give Customer Services the following information: your name, location, and description of the problem. Meet the Customer Services representative at the door and stay with them to find out what action will be taken.

B. PREPARATION FOR AIR DRYING OF MATERIALS.

This section includes preparatory steps to be taken prior to air drying materials on site. The next section provides directions for the air drying of books and other materials. The Annex freezer is available for storage of wet materials if air drying is delayed or more time is needed to make critical decisions.

1. Staff. Gather your Disaster Action Team together (See list on page 2). A general rule is that two staff members, working as a team, can handle and dry up to 100 volumes.

At least one staff member on the Disaster Action Team should be trained in handling and air drying wet library materials. An asterisk indicates which members of the team have received training. For training contact the Conservation Department (5-9440).

2. Space. A clean, dry, secure area with good air circulation and temperature and humidity as low as possible is necessary for air drying books. Note: air drying can take from one day up to a week and the area chosen should be available for that time.

In choosing areas for air drying consider:

§ accessibility (e.g. for wheeled trucks)

§ clear path to a loading area in case moving the collection is required

§ proximity to collection

§ air circulation and potential for controlling the environment (windows, separate air conditioning units, electrical outlets for fans, etc.)

§ availability of open, flat surfaces (reading rooms may be good, but consider the impact on readers if they must be excluded for several days)

§ security

Designated areas for air drying books:

Location a _____

Location b _____

Location c. _____

Access (persons to contact for keys to the above areas):

<u>Name</u>	<u>Office Phone</u>	<u>Home Phone</u>
a	_____	_____
b.	_____	_____
c	_____	_____

3. Environment. Reduce the relative humidity of the affected area. Do not turn off heat in winter or pipes may freeze, turn on air conditioner, or open windows to ventilate area and bring fans or dehumidifiers to the scene (be sure they are grounded) to help prevent mold growth.

4. Equipment and Supplies. Assemble necessary supplies, equipment and services. Each library has an Emergency Supply Box with basic disaster supplies as listed in Appendix I.

Location of Emergency Supply Box:

Access to Emergency Supply Box (unit staff with key):

<u>Name</u>	<u>Office Phone</u>	<u>Home Phone</u>
_____	_____	_____
_____	_____	_____

In addition, each unit should identify the location and availability of the following:

§ Electric Fans. To create air circulation and prevent mold growth.

Location

§ Wet/Dry Vacuum. To remove small amounts of water quickly.

Location

§ Mops, Buckets. To keep areas clean and dry.

Location

§ Floor Squeegees. To control flow of floor surface water.

Location

§ Garbage Containers. To deposit and remove wet paper towels and other discarded materials.

Location

§ Book Trucks. To move wet material to drying location.

Location

For additional supplies not found in-house, contact:

- a. Conservation Department (5-9440) which may be able to supply some items and will help coordinate the location of other items, such as fans, wet/dry vacuums, dehumidifiers, freezer space, additional plastic sheeting, etc.

- b. PDC Warehouse (4-1605) may be contacted by Public Safety (5-1111) or Customer Services (Maintenance) (5-5322) after normal working hours. Good supplier of paper towels and extra janitorial supplies.

Unit staff authorized to commit funds for additional supplies:

<u>Name</u>	<u>Office Phone</u>	<u>Home Phone</u>	<u>e-mail</u>
_____	_____	_____	_____
_____	_____	_____	_____

C. PROCEDURES FOR AIR DRYING BOOKS.

The main objective in the air drying of wet books is to remove water as efficiently as possible and, at the same time, contain structure distortion. Structure distortion (i.e., excessive swelling of the fore-edge area, concavity of the backbone) can be avoided if proper judgement is used in determining the appropriate point at which the book should be opened. The following procedures assume that the covers are in good condition and still attached to the book. If the covers must be removed (because of delamination, color running out of the binding materials, board swelling and warping, etc.), the book should be stood on edge as described below, but supported by loose pieces of binder's board, blocks of wood, or bookends. (See other cautions at the end of this section.)

NOTE: Depending on the degree of saturation, a book can take from one day up to a week to dry.

1. Books That Are Thoroughly Wet.

Do not attempt to open. Do not attempt to fan leaves. Do not remove covers.

Place book in a closed position (with boards slightly open) on its head on sheets of absorbent paper. To permit water to drain efficiently, place small pieces of binders' board at the fore-edge. Place absorbent sheets of paper between the text block and the binding. Change paper on the table as it becomes wet. Providing that the books are placed in a moving current of air, they should soon dry to the point where they may be opened for the next step.

2. Books That Are Partially Wet.

Books may be carefully opened partially (at a fairly shallow angle) and interleaved with absorbent paper. Paper towels are ideal for this purpose. Begin at the back of the book and interleave every 20 or so leaves. Given good drying conditions, the book may be left flat until the interleaving material has absorbed some of the water, probably after one hour. Change interleaf material periodically until book is only very slightly damp, then go to step 3.

3. Books That Are Damp.

Books that are damp should be stood on edge, lightly fanned, and allowed to dry in a current of air. If the binding is damper than the text, place paper between the boards and the book. When almost dry, go to next step.

4. Books That Are Almost Dry.

When almost dry, lay the book flat, push the back and boards gently into position, and place under a light weight, leave in this position until book is thoroughly dry.

CAUTION:

1. Coated paper (shiny paper used for periodicals and art books and occasional illustrations) requires immediate attention - once the paper starts to dry it fuses together and can rarely be separated. It may be possible to salvage the item by interleaving every sheet with changes of wax paper. If time or staff are not available for this, make arrangement to freeze the book and KEEP IT WET until it is placed in the freezer. If there is no help available or the numbers of wet books are too great to give the book the needed attention, you may wish to simply place the book aside as too much attention to a single volume can jeopardize the drying of the entire affected collection.

2. Water soluble inks or media (manuscripts, drawings, water colors)

Rare or unique items

Non paper material (film, disks, oil paintings)

Contact the Conservation Department (5-9440).

3. Manuscripts or books printed or bound in vellum or leather Dry under the direction of a specialist. Contact the Conservation Department (5-9440).

D. PROCEDURES FOR AIR DRYING PAPER DOCUMENTS OR PAMPHLETS.

Do not attempt to air dry manuscripts, drawings, or material with water-soluble colors except under the advice of a conservation specialist. Do not attempt to separate leaves that are very wet or that are sticking together unless you have been trained to do so.

1. Wet pamphlets may be hung over suspended fishing lines to dry.
2. Single pages or small stacks of documents can be laid out on tables, floors, and other flat surfaces, protected if necessary by paper towels, blotting paper, or unprinted newspapers.
3. Clothes lines (fishing lines may be strung close together and documents laid across them for drying.

CAUTION:

Take care that the contents of folders and boxes are not separated from each other to avoid layer confusion. Label new boxes or drying areas as necessary to expedite returning the collection to their correct order when drying is complete.

IV. LIBRARY SALVAGE PRIORITIES

Each department, unit or library should identify those parts of library collections which must be protected or salvaged first after an emergency. On the attached form, list, in order of priority, those library materials, records and collections which should be salvaged first. Along with this priority list, attach a floor plan indicated locations of fire extinguishers, alarms, etc. It is best to list in detail what the collection priorities are in an appendix. Establishing priorities within collections is equally important (e.g. call numbers of specific items within collections). Consider the following points in establishing priorities:

1. What is the monetary and intrinsic value of the collection as a whole or its individual items?
2. How fragile is the material? (e.g. brittle, unbound issues of serial, etc.)
3. How vulnerable is the material to damage from a disaster? (e.g. location, under pipes, near water fountains etc.)
4. Is the material replaceable?

Can the majority of items be replaced in the same or a different format, such as microfilm?

What are the economics of replacing items? Which materials can be replaced more economically than they can be salvaged? The estimated average replacement of a monograph is currently \$75.00.

What are the costs (direct & hidden) of de-accessioning materials?

What materials can be discarded instead of salvaged?

What are the legal requirements, if any, for retention of documents/material?

5. Why is preservation of this material critical? The relative importance of collections, to university programs.
6. In addition to the collections, what other items are valuable (e.g. catalog, shelflist, computer terminals.)

Adapted from Resource Materials for Disaster Planning in New York Institutions by Sally A. Buchanan

LIBRARY SALVAGE PRIORITY LIST

LIBRARY/DEPT _____ **DATE** _____

CUL UNIT HEAD/DIRECTOR _____

List in order of priority those library materials and collections which should be salvaged first. When completing this form, consider that you would salvage if you had only half a day or less. This includes catalogs, shelflist, circulation files and well as individual items. Briefly describe the collection, give the location by indicating the room, level or building, describe the type of material (e.g. books, film) and how much material is in the collection. The contact person should be the person able to answer questions about the collection.

<u>COLLECTION/ITEM</u>	<u>LOCATION</u>	<u>TYPE OF MATERIAL</u>	<u>QUANTITY</u>	<u>CONTACT</u>
------------------------	-----------------	-------------------------	-----------------	----------------

Insert Floor Plan(s) Here

V. MAJOR EMERGENCIES

Most library "disasters" are relatively minor, involving fewer than 500 volumes, and can usually be handled by the unit's disaster action team with some advice and assistance from maintenance and Conservation Department staff. Procedures for responding to such a minor disaster are present in the white pages in Section IV.

In the event of a major disaster, it may become necessary to coordinate a large number of people and activities and commit significant amounts of money. Success of the recovery effort depends on action that is quick but organized and deliberate. Clear definitions of duties and chain of command are necessary to avoid confusion and to insure the safety of the people working at the recovery site.

The following guidelines are designed to expedite the process of organizing the Disaster Action Team and provide a summary of technical information the team may need to plan and carry out the initial recovery operation. Since by far the most common library disasters involve water, special emphasis is given to the salvage of wet material.

A. CHECKLIST OF IMMEDIATE STEPS

It must be assumed that appropriate action has been taken to protect the safety of staff and patrons, as detailed in the Library Safety and Security Manual. The following is concerned with the salvage and recovery of library and archives collections.

- § Alert appropriate staff members (see Disaster Phone Tree); name a meeting point.
- § The Emergency Coordinator should contact Major Disaster Action Team leaders. (See next section for description of duties.)
- § Contact the University Office of Risk Management and Insurance (277-1188). Public Safety can contact representatives from this office after hours, if necessary. See Appendix 6 on Insurance.
- § Coordinate with emergency services (Public Safety, Fire Department) to determine when and where it is safe to enter building.
- § Take action to contain damage, e.g., spread plastic sheeting over shelves.
- § Reduce relative humidity and ensure good air circulation to control mold growth; do not turn off heat needed to keep pipes from freezing; keep air conditioning on if possible; use fans, open windows, etc. to keep air circulating.

Large commercial dehumidifiers may be brought into the facility if needed. Monitor temperature and relative humidity throughout the recovery process.

- § Assess nature and extent of damage; take detailed notes and photographs for record purposes.
- § Identify a disaster command post, with necessary telephones, desks, and supplies for directing the recovery effort.
- § Make recovery plans; **do not start removing material until a general plan of action is made.**
- § Decisions must be made and action taken quickly; mold can start growing on wet material within 48 hours.

LIBRARY UNIT: _____ **DATE** _____

B. ORGANIZATION OF MAJOR DISASTER ACTION TEAM.

The following list summarizes the various administrative functions that may be needed to coordinate and carry out a recovery operation for library materials. While for smaller incidents one person may reasonably fill two or more roles, in general the larger the disaster, the more important it is that the various roles not be combined in one person.

Each Library Unit should fill out the blanks identifying staff who may be called on to fill each function now, on receiving this Disaster Plan, and review the lists annually. List alternates where possible. Staff designated on this list should:

Keep copies of the Disaster Plan, with updated staff lists, both at work and at home;

Fill in names, choosing staff members who best meet the requirements of each position. These individuals should consider carefully the responsibilities of their positions and should seek additional information/experience as necessary, (e.g. emergency coordinator should receive disaster simulation training, library specialist should identify special materials in the collection).

1. Disaster Response Administrator

- The Administrator is typically a Library Unit Director, Curator, or delegate of that person. Salvage of library material may be expensive so this person must be familiar with the collections, with the sources of funding available, and the administrative channels in the Library and University. The Disaster Response Administrator:

§ authorizes procurement of workers, supplies, equipment, and services

§ seeks additional emergency funding if necessary from Library, University or other sources

§ makes all final decisions on how much money can be committed

§ makes all final decisions on what to salvage or where to concentrate salvage effort

§ is responsible for coordination of insurance matters: contact with University Office of Risk Management and Insurance; keeps any necessary records for preparing an insurance claim: documents all expenses, including expenses for temporary personnel overtime; documents losses; organizes records and photography of damage (see Appendix 6 on Insurance).

§ serves as public relations contact for news media

Name	Job Title	Work #	Home#
<hr/>			

(Alternate)

LIBRARY UNIT: _____ **DATE:** _____

2. Disaster Recovery Director

The Disaster Recovery Director for any incident throughout the Cornell Library system is normally the head of Conservation or his/her delegate. The Director is familiar with the technical aspects of the recovery of library materials and with the resources available to the Library. The Director:

- serves as head of the Disaster Action Team
- plans recovery strategy and methods
- coordinates all recovery operations
- organizes and directs procedures for handling and removal of materials
- identifies and procures necessary workers, supplies, equipment, and services.

Name	Job Title	Work #	Home #	Cell #	e-mail
1) <u>Barbara Berger Eden, Director, Preservation</u>		5-5291	272-8595	607-592-8646	beb1

2) see Central Disaster Action Team

3. Emergency Coordinator

The Unit's Emergency Coordinator is the on-site supervisor working under the direction of the Disaster Recovery Director. This person should be selected for his or her personal skills (calm, practical, able to work under stress, good organization and supervisory skills) and general familiarity with the Library Unit, building, and staff. Some knowledge and training in disaster recovery techniques and environmental monitoring is highly desirable. The Emergency Coordinator:

- § assembles the Disaster Action Team
- § supervises the work force including employees, temporary staff, and volunteers
- § coordinates activities with outside individuals or companies (e.g. pick-up and deliveries)
- § serves as liaison with Disaster Recovery Director to identify needed supplies, equipment, or services
- § organizes monitoring of environmental controls.

Name	Job Title	Work #	Home #
1) _____			
2) _____			

LIBRARY UNIT _____ **DATE** _____

4. Library Specialist

The Library Specialist is a person with specialized knowledge of the collections involved, including their physical location and value to the collection. The Library Specialist is normally a bibliographer, selector or curator. Large library units may wish to add a sheet identifying different specialists for different areas of their collection (e.g., for different stack levels). The Library Specialist:

- § makes on-site decisions about collection priorities, weighing costs of recovery against the value of the items to the collection
- § insures that necessary bibliographic records (card catalogue, circulation records) are saved
- § plans and oversees necessary record-keeping and marking of boxes to aid the later sorting and rehabilitation of the collection
- § provides information on the value of damaged material for insurance reports.

Name	Job Title	Work #	Home #
1) _____			
2) _____			

(use additional sheets as necessary)

5. Building Representative

The Building Representative is typically someone from the Library Facilities or Maintenance staff who is familiar with the physical plant of the building, including floor plans and utilities. The Building Representative:

- § advises and assists on methods to contain damage, control environment, and gain access.

Name	Job Title	Work #	Home #
1) _____			
2) _____			

In addition, the Disaster Action Team may wish to identify on the spot people to fill the following functions:

6. Recorder

- § works with Disaster Recovery Director and others to record all decisions and activities
- § documents nature and extent of damage, including organizing photography
- § records information that may be needed for insurance claims or reports

7. Communications Director

- § coordinates all communications among the Disaster Action Team
- § organizes and directs a team of runners if regular communications are disabled
- § organizes the setting up of temporary phones or radios if necessary
- § organizes the re-establishment of ordinary communication lines

8. Central Disaster Action Team

The following staff members of the Conservation Department have experience in disaster and recovery and should be contacted:

Name	Phone Numbers			E-mail
	Office	Home	Cell	
<i>JOEL COPENHAGEN</i> Collection Maintenance	5-9565	589-7856		<i>jhc13</i>
<i>JOHN DEAN</i> Preservation/Conservation Librarian	5-9687	272-4162		<i>jfd5</i>
<i>MICHELE BROWN</i> Book Conservator	5-2484	539-6354	-----	<i>mb72</i>
<i>TATYANA PETUKHOVA</i> Paper Conservator	3-3164	257-6594		<i>tp16</i>
<i>JOAN BRINK</i> Conservation Liaison	5-9440	257-0205	607-279-3320	<i>jmb7</i>
<i>JOHN MARMORA</i> Collection Maintenance	5-6905	546-9861	-----	<i>jpm7</i>

9. Regional Emergency Mutual Response Team

In the event of a disaster of catastrophic proportions, a Regional Emergency Mutual Response Team, consisting of representatives from Syracuse University, SUNY Binghamton, and University of Rochester, is available to assist in disaster recovery activities. See Appendix 4 for names and addresses.

C. PACKING AND REMOVAL OF WET BOOKS AND MATERIALS.

1. Organization

Identify and secure **before** packing starts:

- §Place (air drying location, freezer, storage) to which materials will be moved
- §Packing area, with room to sort and pack materials
- §Loading area with accessibility for vehicles bringing supplies and removing packed boxes
- §Route by which materials will be removed from building;
- §Elevators may not be functioning and electricity may be a problem. Consider: pulleys, conveyer belts, cranes.
- §Rest area for workers; organize refreshments and, if necessary, portable toilets

2. Workers

Salvage work is arduous, dirty, and exacting. Plan breaks for rest and refreshments about every hour and a half and augment workers with relief shifts as necessary.

- §Identify library unit staff members who have recovery training (List p.2).
- §Consider other staff members willing to assist with salvage
- §Paid temporary employees (Personnel Manual, #205, "University policy on temporary employees"; see Resources list for sources)
- §Volunteers (Personnel Manual, "#702 University policy on volunteers")

3. Equipment

- §Plastic crates or cardboard boxes
- §Waxed paper or freezer wrap
- §Waterproof marking pens, clipboards, paper, tags for labeling boxes and recording
- §Protective clothing (hard hats, aprons, rubber boots, rubber gloves, respirators)
- §Lighting, fans, dehumidifiers, electric generators as necessary
- §Book trucks, hand trucks to help move boxes

Limited supplies are stored at Annex Freezer (listed in Appendix 2). Additional supplies: see Appendix 5.

4. Sorting and Packing

The Emergency Coordinator organizes the workers into teams of 3 or 4 people and assigns tasks:

1. Bring, prepare, and assemble packing materials (boxes, cut waxed paper).
2. Remove and pack damaged material. During packing sort material (and label boxes) with advice from Library Specialist and Disaster Recovery Director:
 - §For air drying
 - §For freezing
 - §For special processing
 - §For direct return to shelves, when conditions permit
 - §For discarding
3. Record, in summary, what is being removed; label boxes. Identify packed boxes by call number or by range of call numbers; or make a chart of the shelves and code the boxes to that chart; or pack the boxes in shelf order and number the boxes sequentially.
4. Move crates and boxes to loading point and load trucks.

5. Priorities

The Library Specialist decides issues of collection priorities; the Disaster Recovery Director decides issues of conservation priorities.

- § Consult the library unit's priority list (p.13) in organizing the order of removal.
- § Discard easily replaceable materials unless damage is minimal
- § Assign a low priority to material with a low chance of recovery (e.g. books or periodicals on coated paper that has already dried).
- § Start from areas closest to the point of access and work back.
- § Clear aisles and passageways first. Use a human chain to pass items out separately to a packing area. When the aisles are clear bring the packing crates to the shelves.
- § Remove the wettest books first: if water has come from above, start working with the top shelves; if from below, with the bottom shelves.
- § If the packing and removal operation will take more than 10 hours, loosen tightly-packed shelves or boxes so the books and paper do not jam as they swell. Otherwise leave material packed together on shelves or in record boxes where it will present less surface area for mold growth.
- § Books that are actually submerged in water are likely to be in less danger than books that are wet but no longer submerged. After the damage of the initial wetting, submerged books will remain more stable and be less vulnerable to mold attack than wet materials exposed to air.

6. Mud and Dirty Water

Washing of mud and dirt from library materials should be carried out only under the direction of a trained conservation specialist. Skip the washing step if time or staff are short; the first priority is to remove the collection from further danger or from conditions that would promote mold growth.

If time and staff permit, some mud or dirt can be removed from water-damaged materials as they are assembled for packing. Set up an area with a source of clean, running water, drainage, and a succession of non-rusting containers (e.g. plastic garbage cans) in which to rinse the material.

D. Guidelines for Packing Wet Library Materials.

[from Betty Walsh, Western Association for Art Conservation Newsletter (May 1988)]

Be extremely careful when handling wet materials. All of them are very fragile, including their paper boxes. If the boxes have disintegrated replace them with new containers. Don't unpack structurally sound containers (although they may be reinforced by packing inside plastic crates). Fill cartons and crates three-quarters full. Keep identification labels with objects. (Don't mark wet paper, but picture frames and reels can be marked with a grease pencil). To prevent further damage, do not stack materials in piles or on the floor.

1. Paper

Single sheets of paper

Do not try to separate but interleave the folders every two inches with freezer paper and pack.

Watercolors, maps, and manuscripts with soluble media

Do not blot the surface. Quickly freeze or dry.

Coated papers

Keep wet by packing in boxes lined with garbage bags, then freeze.

Framed prints and drawings

If time and space permit, unframe and pack as for single sheets.

Maps, plans, oversize prints, and manuscripts

Sponge standing water out of map drawers. Remove the drawers from the cabinet, ship and freeze them stacked up with 1" x 2" strips of wood between each drawer. Pack loose, flat maps in bread trays, flat boxes, or plywood sheets covered in polyethylene. Bundle rolled maps very loosely to go in small numbers to the freezer, unless facilities are available for conservators to unroll them.

2. Books

Don't open or close wet books or remove wet book covers. If the water is dirty, wash the books before freezing. Do not wash open books and those with water soluble media. Wash closed books in tubs of cold running water and dab away (do not rub) mud with a sponge. Time and facilities may limit this treatment.

Lay a sheet of freezer paper around the cover, and pack spine down in a milk crate or cardboard carton.

Leather, parchment and vellum bindings are an immediate priority because they distort and disintegrate in water. Books with coated papers should be kept wet by packing inside boxes lined with garbage bags, then frozen.

3. Paintings

Drain off excess water and take to a work area for immediate drying. Transport horizontally if you can. If not, carry the painting facing toward you, holding the side of the frame with the palms of your hands. Larger paintings should be carried by two people. The order of removal and treatment is: first, the most highly valued; second, the least damaged; third, slightly damaged, and fourth, severely damaged.

4. Floppy Diskettes

If the diskettes are wet, pack them upright in containers of cold distilled water. Make arrangements to air dry.

5. Sound and Video Recordings

Phonodiscs

If storage boxes are badly damaged, transfer the discs, up to five at a time, to milk crates. Pad the bottoms of the crates with ethafoam and interleave with ethafoam every 25 records to absorb shocks. Always support the discs vertically and hold the discs by their edges.

Avoid shocks and jolts during transport.

Sound and Video Tapes

Pack vertically into egg crates or cardboard cartons. Do not put excessive weight on the sides of the reels or cassettes.

6. Photographic Materials

Salvage without delay these historic photographs:

Wet collodion photographs (ambrotypes, tintypes, pannotypes and wet collodion glass negatives)

Salvage first and air dry immediately. Both immersion and freezing will destroy the emulsion.

Daguerreotypes

Salvage and air dry.

Nitrates with softening emulsions

Freeze immediately and make arrangements to freeze dry. Emulsions are water soluble and could be lost.

Other photographs should be kept wet in containers of fresh cold water until they are either air dried or frozen. If allowed to partially dry, they will stick together. Pack inside plastic garbage pails or garbage bags inside boxes. Keep to a minimum the immersion time until treatment or freezing.

Prints, negatives, and transparencies

Salvage color photographs first, then prints, then black and white negatives and transparencies. If facilities and personnel are available, air dry. Pack and freeze if not.

7. Motion pictures

Open the film can, fill it with water, and replace lid. Pack into plastic pails or cardboard cartons lined with garbage bags. Ship to a film processor for rewashing and drying.

8. Microforms

Microforms in rolls

Do not remove the films from their boxes. Hold cardboard boxes (and their labels) together with rubber bands. Fill boxes with water, then wrap 5 boxes of film into a block with plastic wrap. Pack the blocks into a heavy duty cardboard box lined with 3 garbage bags. Label as wet film and ship to a microfilm processor.

Aperture cards

Pack and freeze.

Microfilm strips in jackets

Pack and freeze.

Diazo microfiche

Pack, freeze, and make arrangements to air dry.

9. Parchment and Vellum

Separate from other documents, pack in crates or flat boxes, and freeze.

E. RECOVERY METHODS FOR MATERIALS REQUIRING IMMEDIATE ATTENTION OR UNUSUAL TREATMENTS.

[Adapted, with additions, from Betty Walsh, Western Association for Art Conservation Newsletter (May 1988)]

1. Magnetic Media

Consider all forms of magnetic media not salvageable except, possibly, floppy diskettes; routine backups give the best probability of saving data on magnetic media. **Never store the backups in the same location as the originals or they may be destroyed by the same disaster.** Backup software programs as well as the data discs.

Diskettes should be removed from their jackets, washed, and dried. Cut the edge of the jacket with non-magnetic scissors and remove the diskette with gloved hands. Wash in several water baths (photo trays) of distilled water, and dry with lint free towels. When the crisis is over, insert the diskettes into a new jacket (cannibalized from a new diskette; this can be reused) and copy with a disk drive. The drive heads should be cleaned frequently.

2. Paintings

Ideally, this treatment should be done by a conservator.

Initially, set up tabletops padded with blotters and covered with plastic.

Separate the merely wet paintings from those showing structural damage. Signs of structural damage are tears in the canvas, flaking, lifting, and dissolving of paint and ground layers. Let the structurally damaged paintings dry, face up in a horizontal position, on the tables.

Structurally sound paintings on canvas are dried in the following way: Set up several more layers of blotter on the table, followed by a layer of tissue paper. Unframe the painting, but don't remove it from its stretcher. Lay it face down on this surface, making sure the tissue is not wrinkled. Cut blotters to the inside dimensions of the stretcher frame. Cut a sheet of plywood or thick masonite to the same dimensions, or smaller to fit inside the stretcher keys. Cover the back of the canvas with a blotter (if the canvas is large and more than one blotter is necessary, butt the blotters end-to-end), then the board, and finally weights. Change the blotter until the canvas is dry. If the tissue on the front has any tendency to stick to the paint layer, leave it in place.

3. Sound and Video Recordings

Phonodiscs

Remove the discs from their sleeves and jackets. If labels have separated, mark the center of disc with a grease pencil and keep track of the label. Jackets, sleeves, and labels may be dried like other paper materials. If dirt has been deposited on the discs, they may be washed in a 10% solution of Kodak Photo Flo in distilled water. Air dry the discs on supports that permit free circulation of air.

Reel to reel tapes

If the exterior of the tape is dirty, wash the tape (still would be on its reel) with lukewarm water. Support the tape vertically and air dry it, or air dry by laying it on sheets of newsprint spread over plastic covered tables. The box can be air dried as well. If the reels are still dirty, remove the tape and wash the reel with detergent and water. An alternative is to replace the reel. Return the tape to its original box, after the box has dried. Replace the box if badly damaged.

Videocassettes

Dismantle the cassette and dry as for reel to reel tapes.

Audio cassettes

If there are no master copies, dismantle the cassette and air dry the tape as above. Re-record the tape after drying. It is difficult to determine the condition of sealed cassettes. Copy them in any case.

4. Photographic Materials

The first priority is to dry wet collodion photographs and daguerreotypes. The recovery rate may not be very high.

Case photographs

Remove the assembly from the case. Carefully fold back the preserver frame, cut the sealing tape (if present) and take the assembly apart. Place daguerreotypes face up on blotters with the case components beside them. Wet collodion photographs should be dried in a similar way, emulsion side up.

Wet collodion glass negatives and unmounted case photographs

Dry emulsion side up on blotters.

Prints, negatives, and transparencies

In order of preference, the drying methods are: air dry, freeze, thaw and air dry, and freeze dry. Vacuum drying will make the photographs stick together before air drying or freezing. Time and facilities may modify the following:

Black and white prints and negatives

Wash for half an hour in changes of cold water. Gently swab off stubborn dirt from the surface. Rinse with Kodak Photo Flo solution.

Color prints

Wash as above, but for a shorter time.

Color negatives and transparencies

Wash as above. A few varieties require bathing in a stabilizer prior to drying.

Color negatives

Rinse for 1 minutes using Kodak C41 stabilizer.

Ektachrome Transparencies

Rinse 10-15 seconds in Kodak E6 stabilizer.

Kodachrome

No stabilizer required.

Eastman Color Film

Send to a Kodak Laboratory.

Air drying. Remember to keep the photographs wet until they are separated from each other and their enclosures. If the photographs have been previously frozen, thaw them. If it appears that the photographs could dry and stick together during thawing, immerse again in cold water. Dry the photographs emulsion side up on blotters, paper or nylon screen.

5. Microforms

Aperture cards

At present, the only treatment is a time-consuming one. Remove the film chips from their mounts. Wash the chips and remount them.

Microfilm strips in jackets

Cut the strips from the jackets with sleeve cutters. Wash and dry the film and insert into new jackets.

Diazo microfiche and microfilm

Check for readability. If the photograph has blistered, discard and replace with a print from the security copy. If it has not delaminated, wash in cool water and dry on blotters or a lint-free cloth.

Silver-Gelatin Type Microfilm

Label as wet film and ship to a microfilm processor.

F. DRYING WET BOOKS AND RECORDS: SUMMARY OF TECHNOLOGY

1. Air Drying

Description: Materials are laid out in circulating air to dry; see detailed description above, p. 7.

Use for: Suitable for any number of wet books and documents provided adequate space and staff are available. May result in distorted books or paper or in coated paper sticking together.

Types of material: Most library materials.

Equipment: Relatively little equipment needed; depending on numbers, may require a great deal of space; see detailed description, p. 5.

Personnel: Existing library staff (and volunteers/temporary staff as necessary).

Cost: Highly labor-intensive, therefore less efficient for large numbers of books or documents.

Resources: See detailed description, Appendix 1.

(Always consult Conservation Department about air drying of rare or unique material).

2. Freezing

In a major disaster not all materials can be air dried at once. Freezing stabilizes material until further action can be taken.

Description: Library materials are wrapped or packed into crates or boxes and placed in cold storage below 20° F, minus 7 degrees Celsius.

Use for: Freezing is largely a storage, not a drying option: if time is needed to make critical decisions, books and records may be frozen to reduce the chance of physical distortion and biological contamination.

Types of Material: books and paper items that are thoroughly soaked are best candidates for freezing.

Cost: No charge to CUL units for use of Annex freezer.

Resources: The Cornell Library freezer, located at the Annex, can accommodate up to 9000 books or 900 cubic feet of documents. For additional information on the freezer, see Appendix 3.. If additional freezer space is needed, see Appendix 5.

The Following Are Alternatives To Air Drying Methods.

3. Vacuum Freeze-Drying

Description: Frozen books and documents are placed in a vacuum chamber. The vacuum is pulled, a source of heat introduced, and the collections, dried at temperatures below 32 F, remain frozen. The physical process known as sublimation takes place--i.e., ice crystals vaporize without melting. This means that there is no additional swelling or distortion beyond that incurred before the materials were placed in the chamber.

Use for: Large numbers of very wet books and documents.

Types of material: Books and paper. Best method for successfully drying coated paper (if frozen or treated within six hours of getting wet). May damage leather and vellum. Not suitable for photographic material.

Equipment: Specialized commercial chambers; large mobile units may be brought directly to the site.

Personnel: Professional operators.

Cost: Moderate cost per book if large numbers of books must be treated. Results are often so satisfactory additional funds for rebinding are not necessary.

Resources: Contact Conservation Department.

4. Freeze-Drying

Description: Books and documents are placed in a chamber frozen but at ambient pressures. Very cold coils are used to condense water vapor out of the air from around the books, a process which encourages the further sublimation of ice on the books to water vapor; this water vapor in turn is attracted to the cold condensing coils.

Use for: Large numbers of wet books and documents.

Type of material: Books and paper. Similar to vacuum freeze-drying.

Equipment: Specialized commercial equipment.

Personnel: Professional operators.

Cost: Low cost per book, if large numbers of books must be treated. Some distortion may occur in the process and some volumes may need rebinding.

Resources: Contact Conservation Department.

5. Vacuum Thermal-Drying

Description: Books and documents are placed in a vacuum thermal-drying chamber either wet or frozen. The vacuum is drawn, heat is introduced, and the materials are dried above 32 F°. This means that the materials stay wet while they dry.

Use for: Large numbers of materials with extensive water damage.

Types of materials: Good for paper documents; books are often distorted and will need extensive rebinding and paper sometimes loses some flexibility. Causes blocking (adhesion) of coated paper.

Equipment: Specialized commercial equipment.

Personnel: Professional operators.

Cost: Depending on circumstances, can be less expensive than air drying for large numbers of materials.

Resources: Contact Conservation Department.

G. NON-WATER DISASTERS

Smoke, charring

Book and paper material with fire damage only (no water) is quite stable provided it is not handled. Handling can smear charred areas and cause embrittled paper to break. Do not open books. Do not move material unless fire damage to the building puts the collection at a further risk. Contact the Conservation Department for advice.

Earthquake, structural collapse of shelves

Organize removal of material as outlined above for the packing of wet materials.

EMERGENCY UNIT SUPPLY BOX

The following supplies are provided to each unit in order to meet immediate needs following a water emergency. The boxed supplies should be stored in a secure but accessible place. Major supplies are stored centrally by the Conservation Department.

1. **Polyethylene Sheeting.** In 10' x 25' rolls, 4 mil. To cover shelves and books.
2. **Cutters.** To cut sheeting.
3. **Duct Tape.** To secure sheeting.
4. **Paper Towels.** For partial interleaving in air drying.
5. **Heavy-duty Extension Cable.** In 100' length
6. **Power-bar Multi Outlet.**
7. **Wax or Freezer Paper.** Cut in sheets for freezer packing.
8. **Pens, Pads, and Pencils.** For marking boxes and documentation.
9. **Flashlight.**
10. **Hard Hat.**
11. **Safety Gloves.**
12. **Safety Goggles.**
13. **Protective Aprons.**
14. **Fishing Line and Pegs.**
15. **Mylar Sheets.**
16. **Cordon Tape.**
17. **Safety Mask & Filter.**

Each unit should ensure the local availability of the following:

- A. **Electric Fans.** To create air circulation and prevent mold.
- B. **Wet-Dry Vacuum.** To remove small amounts of standing water quickly
.
- C. **Mops, Buckets.** To keep areas clean and dry.
- D. **Floor Squeegee.** To control flow of floor surface water.
- E. **Garbage Containers.** To deposit and remove wet paper towels and other discarded materials.
- F. **Drying Space.** A clear, well-ventilated space (classroom, cafeteria, unaffected reading room, gym, etc.) with ample table space
.

EMERGENCY SUPPLIES: CENTRAL FREEZER STORAGE.

The following supplies and equipment are stored in the freezer facility at the Annex. Access to the freezer is via Conservation members of the Central Disaster Action Team.

1. **Folding Plastic Crates.** (inside 192" L x 13" W x 102"D) 225.
2. **Plastic Pallets.** (48" x 40") 10.
3. **Pallet Truck.** (27" x 48") 1.
4. **Plastic 5 gal. Buckets/Lids.** 20.
5. **Hard Hats, Yellow.**
6. **Electric Utility Pump.** 1.
7. **Relative Humidity Wand.** 1.
8. **Respirators.**
9. **Portable Light Units.** 3.
10. **Portable Cord Reels.** 3.
11. **Gravity Roller Conveyor, Aluminum.** (18" x 10') 2.
12. **Blotting Paper, Lightweight.** 1 roll.
13. **Polyester Film.** (.005", 40" x 250ft.) 1 roll.
14. **Polyethylene Sheeting.** (.004", 10' x 25').
15. **Paper Towels.**
16. **Safety Goggles.**
17. **Protective Aprons.**
18. **Walkie-Talkie Set.**

Central New York Regional Disaster/Emergency Response Plan Cornell Library Annex Freezer

Background: The Cornell Annex Freezer was established in order to help disaster-stricken libraries in the Central New York Region gain some extra time to organize their resources by providing cold storage for wet library materials. Funds for the purchase and installation of the Annex Freezer were included in a coordinated preservation project grant of 1989-90 from the New York State Program for the Conservation and Preservation of Library Research Materials. Participating institutions included: Cornell University, S.U.N.Y. Binghamton, Syracuse University, and the University of Rochester.

Location: The Freezer is located adjacent to the Annex Library, Cornell University. Approach to the Annex Library is by Orchard Road opposite the intersection of Route 366 and Caldwell Road (next to the Cornell Orchards) in Ithaca, N.Y.

Use: The Freezer is available as a regional resource to the universities participating in the original coordinated grant and to non-profit libraries, archives, historical societies, and museums in the Central New York area. Use is subject to the conditions stated and must be under the supervision of Cornell University Library Conservation Department personnel.

Cost: A library using the freezer will be charged on a cost-for-use basis covering the immediate expenses (electricity, repair, replacement of supplies) related to a particular incident. The user-library may be asked to provide staff to help with clean-up after the freezer is emptied.

Time limits: To insure the general availability of the Freezer and avoid its being tied up with one collection for long periods, users are encouraged to organize the ultimate disposal of their materials and arrange vacating the Freezer in a timely fashion, normally within four weeks.

Minimum load limits: Small disasters--involving fewer than 500 books--are usually best dealt with by immediately organizing air drying operations. Except under special circumstances use of the Freezer for very small loads will be discouraged. (Any of the people listed below or any member of the Regional Disaster Action Team may be contacted for advice on dealing with small disasters.)

Capacity: The Freezer can accommodate about 9000 books or 900 cubic feet of documents. Actual capacity may vary widely depending on the material, the type of crates or boxes used, and packing methods. The load capacity of the freezer box is significantly less than the calculated cubic feet because of space occupied by the refrigeration equipment and the need to allow air circulation around the packed materials.

Inside measurements of Freezer:	12'10" x 17'8" x 7'9" high
Floor area:	227 square feet
Total volume:	1757 cubic feet

Temperature: Operating temperature of the Freezer is -20°F,±5°.

Liability: A responsible administrator from an institution using the Annex Freezer will be asked to sign an agreement stating that the institution uses the Freezer at its own risk.

Contact: The following staff members of the Cornell University Library Preservation/Conservation Department can arrange access to the Annex Freezer:

<i>JOEL COPENHAGEN</i>	<i>5-9565</i>	<i>589-7856</i>	<i>jhc13</i>
Collection Maintenance			
<i>BARBARA BERGER EDEN</i>	<i>5-5291</i>	<i>272-8595</i>	<i>beb1</i>
Director			
<i>MICHELE BROWN</i>	<i>5-2484</i>	<i>539-6354</i>	<i>mb72</i>
Book Conservator			
<i>TATYANA PETUKHOVA</i>	<i>3-4735</i>	<i>257-6594</i>	<i>tp16</i>
Paper Conservator			
<i>JOAN BRINK</i>	<i>5-9440</i>	<i>257-0205</i>	<i>jmb7</i>
Conservation Liaison			
<i>JOHN MARMORA</i>	<i>5-6905</i>	<i>546-9861</i>	<i>jpm7</i>
Collection Maintenance			

Department of Preservation and Collection Maintenance
Cornell University Library,
B32 Olin Library,
Ithaca, NY 14853-5301

REGIONAL EMERGENCY MUTUAL RESPONSE TEAM

Four major research libraries in central New York State - the State University of New York at Binghamton, Cornell University, University of Rochester, and Syracuse University - have joined together to form a regional mutual-aid emergency response team. The mutual-aid emergency response team concept is aimed at the continuing availability of a well-prepared core of key staff from each participating institution to aid each library in the event of a major emergency affecting library collections. Libraries and archives located within the central New York area will benefit from the existence of the team, as it establishes resources beyond those normally available during times of need.

State funding has made possible the formation and training of the team, the installation of a freezer facility at Cornell, and the purchase of essential equipment and supplies.

The Regional Emergency Mutual Response Teams consists of:

SUNY BINGHAMTON	<u>OFFICE</u>	<u>HOME</u>
Jeanne Eichelberger	(607) 777-4309	(607) 648-6354
Beth Kilmarks	(607) 777-4844	(607) 754-3948
 CORNELL UNIVERSITY		
John Dean	(607) 255-9687	(607) 272-4162
Joel Copenhagen	(607) 255-9565	(607) 589-7856
Barbara Berger Eden	(607) 255-5291	(607) 272-8595
Michele Brown	(607) 255-2484	(607) 539-6394
Tatyana Petukhova	(607) 253-4735	(607) 257-6594
Joan Brink	(607) 255-9440	(607) 257-0205
John Marmora	(607) 255-6905	(607) 546-9861
 SYRACUSE UNIVERSITY	<u>OFFICE</u>	<u>HOME</u>
Martha Hanson	(315) 443-1947	(315) 662-7490
Tom House	(315) 443-1896	(315) 622-3588
Beeper	(315) 441-4159	
Peter Verheyen	(315) 443-9937	(315) 475-0012
 UNIVERSITY OF ROCHESTER	<u>OFFICE</u>	<u>HOME</u>
Andrea Reithmayr	(585) 275-9291	(585) 473-9262
Leah Hamilton	(585) 275- 9291	(585) 926-3417
Richard Peek	(585) 275-9335	(585) 256-0121

**LOCAL AND REGIONAL SERVICES AND SUPPLIES
March 2003.**

The following is a list of resources beyond those identified in each unit emergency box and in store at the freezer. As noted elsewhere, certain types of potentially essential equipment (e.g. dehumidifiers, ladders, fans, heaters, mops, squeegees, wet/dry vacuums) may be available in or near the building housing the library unit, thus location and accessibility information should be noted as indicated. Addresses and phone numbers for suppliers are located at the end of this list.

CHEMICALS.

Solvents, fumigants.

from: CUL Conservation Dept.

General

from: CU PDC Warehouse.

CONTAINERS

Boxes, corrugated (one cubic foot).

from: CUL Manuscripts & Archives: Kheel Center for Labor Management Documentation & Archives

Crates, plastic.

from: CUL Conservation Dept; Cornell Dining & Retail Services, Wegman's Store.

Trays, bakery, plastic.

from: Wegman's Store.

CLEANING SUPPLIES

from: CU PDC Warehouse.

COLD STORAGE

from: CUL Conservation Dept; Wegman's Store; Maines Paper & Food Service; Broome County Cold Storage; Willow Run Foods, Inc.; ThermoKing

COMPRESSION, AIR

from: CU PDC Warehouse

DATA RECOVERY (for hard discs & diskettes)

from: Cornell Information Technologies (CIT)

DEHUMIDIFIERS

from: Kheel Center for Labor Management Documentation & Archives;
Rick's Rental World.

Available on-site _____ Location _____

Contact _____ Phone: _____ Home _____

DEHUMIDIFICATION ON-SITE

from: Munters Moisture Control Services

ELECTRICAL, EMERGENCY REPAIR

from: CU Facilities & Business Operations, Customer Services.

EXTENSION CORDS (grounded, heavy duty)

from: CU PDC Warehouse

FANS, ELECTRIC, PORTABLE

from: CUL Conservation Dept; CU PDC Warehouse.

Available on-site

Location

Contact_Phone: Home _____

FILM/PHOTOGRAPHIC RECOVERY

from: Eastman Kodak Co; Guffanti Film Labs.

FLASHLIGHTS

from: CU PDC Warehouse.

FREEZE-DRYING

from: Document Reprocessors.

GENERATORS

from: Taylor Rental, Rick's Rental; U-Haul.

HEATERS

from: CU PDC Warehouse.

Available on-site

Location

Contact _____ Phone: _____ Home _____

JANITORIAL, EMERGENCY SERVICE

from: CU Facilities & Business Operations
Customer Service

LADDERS

from: Rick's Rental; U-Haul

Available on-site

Location

Contact _____ Phone: _____ Home _____

LEAKS, REPAIR

from: CU Facilities & Business Operations, Customer Service

LIGHTING, EMERGENCY

from: CUL Conservation Dept; Taylor Rental; Rick's Rental.

MAINTENANCE ASSISTANCE

from: CU Facilities & Business Operations, Customer Service

POLYESTER FILM (e.g. MYLAR)

from: CUL Conservation Dept.

PALLETS (SKIDS)

from: CUL Conservation Dept; CU PDC Warehouse

PLASTIC SHEETING

from: CUL Conservation Dept; CU PDC Warehouse

PLUMBING, EMERGENCY SERVICE

from: CU Facilities & Business Operations Customer Service

PUMPS

from: CUL Conservation Dept; Taylor Rental; Rick's Rental; U-Haul

RESPIRATORS

from: CU PDC Warehouse; Agway

SALVAGE & RECOVERY (CLEANING, DRYING, ODOR-REMOVAL, ETC.)

from: Blackmon Mooring Steamatic Catastrophe Inc.

TAPES, VARIOUS

from: CU PDC Warehouse

TRUCKS, REFRIGERATED

from: Syracuse Trailers; ThermoKing

TRUCKS, GENERAL

from: U-Haul; Wegman's Stores

WET/DRY VACUUMS

from: CUL Conservation Dept; CU Facilities & Business Operations Customer Service.

Blackmon Mooring Steamatic Catastrophe Inc.
303 Arthur St.
Fort Worth, TX 76107
Phone: 800-433-2940

Broome County Cold Storage
2 Grant St.,
Binghamton, NY
Contact person: Ruth Keesler or Bill Maines
Phone: (607) 722-4271

Document Reprocessors
5611 Water Street, Middlesex, NY 14544
Phone: (716) 554-4500
Fax:(716) 554-4114 (fax)
Toll-free (888) 437-9464 Water-Damage rest

Eastman Kodak Co.
Rochester, NY 14650
Phone: 800-242-2424

Facilities and Business Operations (CU)—
Customer Service Campus
Emergency contact and phone: 5-5322

Please note: during regular working hours, requests for shop assistance (plumbers, electricians, elevator repairmen, etc.) should be approved by your building facility coordinator. During evening and weekend hours, any staff member may phone in an emergency request for assistance. Give customer service the following information: description of the problem, the exact location, and your name. Have someone meet the customer service representative at the entrance to the library.

Guffanti Film Labs
630 9th Ave.
New York, NY 10036
Phone: (212) 245-1193

Kheel Center for Labor Management Documentation & Archives
227 Ives Hall
Cornell University
Campus Phone: 5-3183

Contact: emergency contact and phone (after normal working hours):
Richard Strassberg Phone: 257-2568

Maines Paper & Food Service
101 Broome Corporate Parkway
Conklin, NY 13748
Contact: Bill Maines
Phone: (607) 772-1936

Munters Moisture Control Services
79 Monroe St.
Amesbury, MA 01913
Contact person: Paul Miller; James Gilbert
Phone: (800) 686-8377

PDC Warehouse
Contact: Steve Hubble 4-1605
Emergency contacts: (after working hours)
George Wood (607) 844-8451
Ken Conklin (607) 539 6589
Steve Hubble (607) 564-1006

Rick's Rental World
800 Cascadilla St.
Ithaca, NY 14850
Contact: Bernard Rick
Phone: 277-0111
Emergency contact and phone: (additional charge after normal working hours)
Bernard Rick 257-3450, Glen Rick 533-4110

Taylor Rental
363 Elmira Road
Ithaca, NY 14850
Phone: 273-1807

ThermoKing
4 Arterial Highway
Binghamton, NY 13901
Phone: (607) 772-0015

U-Haul
343 Elmira Road
Ithaca, NY 14850
Phone: 272-7491

Wegman's Food Pharmacy
600 South Meadow St.
Ithaca, NY 14850
Contact: Michael Gorski
Phone: (607) 277-1775

Willow Run Foods, Inc.
1006 US Rt. 11
Kirkwood, NY
Contact: Art Drewry
Phone: (607) 338-5221

INSURANCE

A. Building and contents

Contact: Department of Risk Management and Insurance (277-1188)

Director: Allen J. Bova

The University insures the Endowed libraries against damage to buildings and contents; other insurance arrangements appertain to Statutory property. The Department of Risk Management and Insurance can provide detailed information to all (Endowed and Statutory) units. Some highlights of the Endowed coverage (figures for 2003):

- §\$50 per book maximum reimbursement (more if a scheduled list is arranged in advance for special items)
- §\$25,000 deductible (per incident) for water damage
- §\$500 deductible (per incident) for water damage caused by leaks from the fire sprinkler system
- §\$500 deductible (per incident) for fire damage (including water damage caused by a fireman's hose)

Reimbursement is for items, not for processing (e.g. it would pay for the cabinet and cards of a destroyed card catalog but not for the costs of regenerating the information). In appropriate situations insurance payments may be claimed for salvage costs.

In event of a library disaster:

1. Contact the Department of Risk Management and Insurance **as soon as possible (277-1188)**

After hours: Public Safety has standing instructions to contact immediately an appropriate staff member of the Department of Risk Management when a major incident occurs; the library unit's Disaster Response Administrator should check that this has been done.

2. Document the incident and expenses as fully as possible:

- §treatment expenses (e.g. freeze-drying)
- §expediting expenses (e.g. truck or generator rental, supplies)
- §books discarded (e.g. a shelf list for the range of books destroyed)
- §include photographs and notes of what occurred, what the damage was, and action taken

B. Personnel (insurance for personnel participating in a disaster recovery effort)

Contact for information:

Endowed: Department of Human Resources
Employee Benefits
130 Day Hall
Phone: (255-3936)

1. Regular full-time Cornell staff are covered for health and accident insurance according to the normal terms of their Cornell Employee health insurance policies and for workers compensation insurance
2. Temporary staff are covered for workers compensation insurance but may not be covered for health and accident insurance, depending on the hours and length of their employment.
3. Volunteers are **not** covered for health and accident insurance **nor** for workers compensation insurance.

In the event of an accident (both Endowed and Statutory): fill out a "Supervisor's Report of Injury" form and send it to Human Resources, 130 Day Hall.