THE STATE UNIVERSITY OF WEST GEORGIA
RECORDS DISASTER MANAGEMENT PLAN

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EXECUTIVE SUMMARY

INTRODUCTION: The State University of West Georgia's Records Disaster Management Plan sets forth the policies and procedures necessary for coordinated emergency and disaster operations. This includes preparations for executing all such emergency or disaster functions and assigned personnel tasks.

PURPOSE: The Records Disaster Management Plan has two primary goals: to reduce the likelihood that the University will experience a disaster and to mitigate the impact of any disasters that do occur.

PREPAREDNESS PLANNING: The "best" disaster is one for which the University is so well prepared that it never happens. While natural catastrophes, such as tornadoes and earthquakes are difficult to predict and impossible to prevent, it is possible to avoid or minimize the impact of many other potentially disastrous conditions. Many steps towards greater disaster preparedness can be taken at little or no cost; the cost of implementing others is significant, but invariably far lower than disaster recovery necessitated by neglect of preventive measures. The most important actions the State University of West Georgia can take to prevent disaster are to:

- Install campus wide smoke, intrusion, and water detection system.
- Insure all fire extinguishers are operational
- Maintain and operate an emergency/hazardous weather alert system that alerts all personnel.

AUTHORITY TO ACT: The authority to act is granted by the following:

- The University System of Georgia Board of Regents
- The State University of West Georgia President O.C.G.A. Articles 1-4, subsection articles I-XV, and all Code Sections contained therein
- Carroll County Emergency Operations Plan, as amended, December 1993
- Georgia Emergency Management Act of 1981, as amended.

INITIAL RESPONSE TO DISASTER: The most important variables influencing the extent of damage in a disaster are the rapidness and appropriateness of first response. In an emergency UWG employees must know whom to contact, and those contacted must know what to do. The UWG Records Disaster Management Plan proposes a Records Disaster Response Team and outlines its membership and responsibilities.

RESPONSE PHASE: Once an emergency has been brought under control, the Disaster Response Team will gather information and form an action plan. Depending on the nature of the emergency, certain measures can be taken immediately to minimize further damage. The Records Disaster Management Plan provides guidelines for these activities.

RECOVERY PHASE: In a moderate to major disaster multiple departments/areas may sustain damage. If there are insufficient resources to salvage everything, following established priorities will ensure that the most significant materials receive attention first.

In the event of a major disaster, recovery activities may be turned over to a commercial firm, but in case the decision is made to perform recovery work in-house, the Records Disaster Management Plan provides detailed salvage instructions for most of the formats held the University.

SUPPLIES AND SERVICES: The Records Disaster Management Plan recommends the establishment of disaster supply areas. Disaster supply areas will contain the materials most needed for the initial response and for setting up a salvage operation. Other useful materials are to be kept elsewhere on campus and are listed in this section of the plan. Depending on the magnitude and nature of the disaster, the University/Department may also need to arrange for outside services and expert advice. Contact information is included in the Records Disaster Management Plan.

KEYS TO SUCCESS IN RECORD DISASTER MANAGEMENT: Preparation of a records disaster management plan represents the crucial first step in achieving a successful response to an emergency/disaster. Once a plan has been produced, responsibility lies with the University Administration to ensure that the plan is disseminated, its importance emphasized, and its procedures followed in the event of disaster.

The main sections of the Records Disaster Management Plan outline strategies for coping with disaster when it does occur. It delegates authority to act and lists actions to be taken so that damage can be minimized by a swift and appropriate response. The plan is organized according to the chain of events that a disaster would trigger, beginning with the initial response followed by the response phase, recovery phase, and sources of supplies and services. The order in which materials will receive attention and proper techniques for handling them are also covered.

PREPAREDNESS PLANNING

Employees may think of disasters as large, catastrophic events such as tornadoes or floods -- dramatic natural events over which there is little, if any, control. Yet many disasters are events that only affect records within a single department/facility. But whether large or small, disasters can threaten the security of records. A single fire or flood can erase substantial portions of a community's unique recorded history.

Potential for disaster can be reduced by identifying and correcting hazardous conditions and by encouraging staff alertness in detecting and reporting problems. Caretakers of official records are responsible for safeguarding holdings from all varieties of threats. Preparing for disasters requires an ongoing commitment to reduce potential risks and develop a plan of action for response to disasters.

To prepare for a disaster, employees must first become aware of the potential dangers records face.

FIRE
Fire is a serious threat to records. Even if records do not burn completely, heat from the fire can char paper and melt plastic, rendering paper documents, photographic film, and audio, video, and computer tapes unintelligible. Smoke and soot leave behind odors and stains. Moreover, firefighting efforts may do considerable damage to records, from both the pressure and quantity of water used to extinguish a blaze.

Arson
Arson is the single greatest cause of fires in records repositories throughout the United States. Because records centers represent government, they may be targets of deliberate or random violence. Arsonists may use whatever combustible material is to hand or they may collect combustible material and bring it to their chosen site.

UWG employees will take all threats of arson seriously and immediately report them to Public Safety. If the threat is made by telephone, carefully record details of the call. Monitor any areas in your building where individuals can linger without the supervision of staff. Intruder alarms will be installed and all alarm systems will be tested frequently. Sometimes incendiary devices are thrown through windows; an intruder alarm may be the first defense against fire.

Fires from Small Appliances
Portable electric heaters and coffeemakers are common sources of fires. Their high electrical demand frequently overloads older wiring, and they are often accidentally left on after the staff has gone home for the day. Coffeemakers and small appliances are restricted to break rooms or other areas away from records. Employees will check appliances frequently and verify that they are unplugged at the end of each business day.

Smoking and Fire Risk
Smoking within a facility is unrelated to any function or operation, and literally brings fire into the building. Smoking is prohibited within all facilities for the protection of records and for the health and safety of individuals.

WATER DAMAGE
Water distorts paper and causes ink and other media to run or even disappear. Wet records can grow mold within 48 hours, so even a small water disaster requires a prompt response.

Pipes
Water pipes typically run throughout a building and may well be located directly over areas where records are stored. Any water from a leaking pipe will run to the lowest level in the building, making all areas beneath a leak susceptible to damage. UWG employees will know where pipes run directly over stack areas.

Do **NOT** store records in boxes directly on the floor. Set boxes on pallets (plastic, if possible) that are 5" higher than floor level. Install flood drains in basements or other low-level areas to warn and prevent rising water during times when the building is closed. All alarm systems will report to Public Safety where it can be monitored 24 hours a day.

Staff will be alerted to the location of water cutoff valves within the building. Access will be ensured to these valves at all times. If it takes an hour to find a person who knows how to turn off the water, then a simple job for a mop and bucket can develop quickly into a major flood.

Keep rolls of plastic sheeting handy to cover shelving and cabinets in the event of a leak. Do **NOT**, however, use plastic sheeting as a permanent covering for records: it will prevent good air circulation and create a potential climate for mold.

Immediately air dry or freeze wet records to prevent further damage and mold growth. Being prepared for disasters means developing contacts with the appropriate consultants and vendors beforehand, not after the fact.

The Roof

Know the age and current condition of your roof. Roof weaknesses are usually discovered in the middle of a rainy season, just when protection is needed most. Roofs and drains will be inspected regularly to ensure proper run off and drains are not clogged. Note that flat roofs tend to collect debris, which may clog the drains.

Roofs have limited life spans. If your roof was guaranteed to last 15 years and has passed its tenth year, begin making plans to replace it.

Renovation

Statistics indicate that disasters are more likely to occur when a building's mechanical or structural systems are being renovated. Construction projects also provide workers access to stack and storage areas of the building, reducing records security. Do **NOT** permit workers to wander freely about the building. Ensure that fire detection and security systems remain active at all times during any renovation project. Be involved in your renovation project.

Coordinate your institution's day-to-day work with the work of the renovation. Allow staff to share their concerns about the project. Transfer records to a safe location before work begins.

SECURITY

Unfortunately, theft is a common threat to records. To prevent thefts:

- Establish written policies that stipulate exactly how a user may interact with records.
- Never permit users to browse stack areas and retrieve records for themselves.
- Lock all doors to records storage areas and provide keys to limited staff as to limit access and to deter theft.
- Limit the number of records that a user can view at one time.
- Photocopy or microfilm popular historic records and limit access to the originals.

By providing controlled access for current users, you help to ensure availability of records for future generations.

YOUR DISASTER PLAN

After potential risks have been assessed, the next step in preparing for disasters is to develop an organized plan for responding when a disaster actually occurs.

This plan will include:

- Listings and location of vital records within each building.
- A telephone tree of staff and volunteers who can be counted on to provide help in the event of a disaster. Include contacts within the State Archives of Georgia.
- An inventory list of emergency supplies and their location.
- An established chain of command for coordinating the recovery effort, based upon tasks to be performed.
- The names and telephone numbers of your pre-established contacts at freezer storage and disaster recovery services.

UWG will update the disaster plan annually, and distribute copies of the disaster plan to all staff. Remember to keep a duplicate copy of the plan at home. The records recovery plan will be of no use if it burns up inside your desk at work. Additional copies of the plan will be kept in the campus Public Safety Office, Ingram Library, Institutional Research and Planning Office and the IRP website www.westga.ed/~instrch.

Microfilming Vital Records

Even the best-laid plans cannot prevent every possible disaster from happening. Accordingly, the safest way to secure the information in records is to create another copy to store off-site. Microfilm all vital records. Be sure to include inventories and finding aids, which are a part of your vital records.

Backing Up Computer Records

UWG will create backup copies of vital computer records and store the backup copy either at separate location on campus or at a secure off-site location.

RESOURCES AND PUBLICATIONS

Preparing for disasters requires an ongoing commitment to ensure that potential risks are minimized and that a workable plan exists for active response. Even a small disaster can deprive today's Georgians and future Georgians of a significant portion of their history. For more information, please call (404) 656-3554 to contact the Conservator at the State Archives of Georgia, a division of the Office of Secretary of State.

TIPS FOR RECORD PREPAREDNESS

Evaluating Treatments
Preservation has no all-purpose treatment. Many years ago, the term "lamination" became almost synonymous with "preservation." Lamination came to be viewed as the treatment of choice, and was even applied to documents in pristine condition. Lamination is seldom appropriate to need, does not use stable materials, is radically intrusive, and difficult to reverse. With experience, we learned that lamination could no longer be considered a viable preservation option for papers of enduring value.

Effective preservation treatments, whether preventive or remedial, must always be based on a variety of factors: the nature of an item, its condition, and how it will be used. We look for treatments that use stable materials and are appropriate to need, structurally sound, minimally intrusive, and potentially reversible.

Intellectual Control
Records collected over the years can become unintelligible piles of useless paper unless intellectual control is maintained. Intellectual control establishes order over records. Records inventories represent the holdings of a repository. Finding aids are created so that users can locate information within the records. By maintaining intellectual control, records custodians are protecting the rights of Georgians to have access to the public records of their communities. Knowing what you have is essential before beginning other records or preservation activities.

Retention Schedules
Retention schedules are used to determine which records need to be kept and for how long. Records without permanent value may be scheduled for eventual destruction. Retention schedules save space, because only a limited number of records have long-term value. The development and implementation of retention schedules also save money by ensuring that only records of enduring value will be permanently retained.

The Official Code of Georgia Annotated (O.C.G.A.) 50-18-90 ~ 50-18-103 requires each government agency to develop retention schedules for each individual type of record in its custody. Evaluating the purpose and content of records creates retention schedules.

Stable Housing Materials
Once it has been determined that records are to be permanently retained, make the effort to provide the best possible physical support and stable housing.

Protect all records from dust and light by placing them in enclosures, e.g., folders and boxes. When feasible, store heavy bound volumes flat. Remove records from the floor and place them on pallets (plastic pallets, if possible). Store records in contact with stable papers and plastics that will not accelerate degradation.

If possible, purchase paper products that meet the American National Standards Institute (ANSI) Z39.48-1992 standard for permanent paper. Permanent papers are made from cotton or 100% chemically purified wood and have a pH between 7.5 and 10, making them alkaline. They contain an alkaline reserve (2-3%) and are expected to last at least 300 years under normal storage conditions. Some alkaline papers are available that do not meet the ANSI standard for permanence, but even these papers should be strongly favored over their acidic counterparts.

Because you cannot visually distinguish between acidic and alkaline papers, test all paper shipments - paper-based storage materials, blank photocopy paper, and computer printer paper - with an Abbey pH pen to ascertain that papers are, in fact, alkaline. (See the "Resources and Publications" section at the end of this leaflet for supply sources.) The marking from the pH pen will turn purple if papers fall within the alkaline range. Be wary of vendor assurances of alkalinity: older papers may have been manufactured before the switch to an alkaline papermaking process.

For alkaline-sensitive materials such as blueprints or color photos, neutral papers (pH 7) are preferable. Adherence to the Photographic Activity Test (PAT), ANSI IT.9-16-1993, will ensure that neither papers nor adhesives will adversely react with the materials they are designed to protect.

Unfortunately, there is no set standard useful for specifying the quality of plastics used for storing permanent records. Plastics used for storage need to be inert or chemically stable. The plastic most commonly used to store permanent records is polyester film (polyethylene terepthalate) - for example, DuPont Mylar D or ICI Mellinex 516.

This material is used for protective sleeves or L-velopes (sleeves sealed on two adjacent sides). Because plastics generate a static charge, they are unsuitable for loosely bonded media, such as soft pencil and flaking media or emulsions.

There is no safe, simple way to test plastics. Request Material Safety Data Sheets (MSDS), which will provide detailed information about the chemical make-up of the plastic product you wish to purchase. Avoid plastics made of polyvinyl chloride (PVC), which are capable of doing extensive damage to paper and inks.

Holdings Maintenance

Holdings maintenance refers to the variety of basic preventive measures designed to prolong the useful life of records, deferring or potentially eliminating the need for future conservation treatment. Holdings maintenance activities include removing surface dust from materials, replacing poor quality enclosures and boxes, removing damaging fasteners, making photocopies of unstable records, and placing weak or damaged documents into protective sleeves.

Dust

If records are heavily soiled, a soft, white brush may be used to gently remove surface dirt from the documents before placing them in sleeves or folders. (Soft bristles minimize damage to a document's surface, and accumulated dirt is readily visible on a white brush.) Wash dirty brushes using a mild soap, rinse them thoroughly, and allow them to dry completely before using them again.

To dust records, place a thin pile of large sheets of scrap paper on the base of your work surface, beneath the document. Gently dust from the center of the document outward towards the edges. Never dust inwards from the edge of the document towards the center, since this can easily damage the document's edges. Discard sheets of scrap paper as they become soiled.

Fasteners

Where possible, use folders or folded sheets of paper instead of fasteners to keep groups of records together. Fasteners such as rubber bands, staples, paper clips, and "bull-dog" clips used to store records in discrete groups can cause serious damage. Rubber bands become sticky and eventually harden, leaving behind a solid residue attached to paper. Metal fasteners may rust and can also cause rips and tears. Plastic clips may produce pronounced indentations that can lead to tears.

If staples or metal paper clips must be used, shield documents from damage by placing a barrier strip of alkaline paper between the fastener and the document. After the fastener has been placed, fold the barrier strip back over the fastener. In this way, only the barrier strip is in contact with the fastener, preventing damage from staining or abrasion to the fastened documents or those adjacent to them. Stagger the placement of fasteners (right, center, left) to distribute thickness.

Paper clips can be safely removed from records by inserting a piece of polyester film on each side of the clip, between paper and fastener. Once the polyester is in place, you can safely slide the clip from the paper with minimal damage.
Remove staples by using a strip of polyester film and a small lifting tool, such as a microspatula. Insert the polyester under the back of the staple. Using a lifting tool, open each shank of the staple. Turn the document over, and if necessary, use the lifting tool to remove the staple.

Folders and Boxes

Good housing is an important part of records preservation. Folders and boxes keep records together in discrete groups and provide support when records are transported.
Folders and boxes also provide protection from light and dust. Use the score lines at the base of a folder to accommodate the volume of records inside. The use of these score lines will help to avoid overstuffing folders and will allow the documents to rest flat at the base of the folder.

To provide adequate protection, a folder should be large enough for unfolded records to be completely covered by the folder. Do not allow documents to protrude beyond the edges of a folder. Never house documents in folders too small to accommodate a document's entire dimensions. Select standard-sized folders, e.g., letter, legal, 11 x 17," and one or two oversized dimensions. Do not cut folders to the size of documents - and of course, never cut documents to fit the size of a folder.

Store oversized items such as maps or blueprints flat within oversized folders, and store these folders in flat files. Up to ten oversized stable items may be safely placed in each folder.

If oversized items have been previously rolled, they may be rolled around a wide diameter tube (3-6 inches) that extends beyond the length of the record. (This tube should adhere to the ANSI standard for paper permanence, or be covered with a paper that

adheres to this standard.) Do not roll items without a support core, or stuff items inside of a tube. Once the document is rolled around the tube, cover the record with a stable paper to protect it from light and dust. Information about the record may be written in pencil on this protective cover sheet. Do not roll brittle papers, items printed on heavy board, or records with a fragile image or support.

Record boxes come in standard sizes to accommodate various sizes of folders. Place folders upright in boxes. Since too few folders inside a box can cause records to sag, use spacer boards (box board inserts folded to take up additional space) as needed. Do not overstuff boxes. This makes retrieval difficult and can damage records. House three-dimensional objects in separate boxes from those containing paper-based records.

Use pencil to label folders and boxes. Inks fade and may run if folders are exposed to excessive moisture. Adhesive labels often fall off eventually, causing a loss of information and perhaps also damaging other materials to which they may inadvertently adhere.

Never use glues or pressure-sensitive tapes (including "post-it" type notes) on any original record. These materials do considerable damage, obliterate information, and can be extremely costly to remove.

Sleeving Records

Polyester sleeves may be used to provide support for fragile records. Their static charge will hold torn or broken papers together in the sleeve. Sleeves may also be used to protect unstable papers and media from damaging adjacent records.

Resources and Publications

Gaining and maintaining intellectual control, following retention schedules, practicing good housekeeping, and performing regular holdings maintenance activities will greatly contribute to the preservation of records.

Guidelines For Selecting Archives Materials

Paper

For generating records of enduring value, adhere to ANSI (American National Standards Institute) Standard Z39.48-1992. These papers will:

- ? have a pH between 7.5 and 10 be made from cellulose fibers (cotton or 100% chemically purified wood pulp)
- ? contain no more than 1% lignin (as indicated by a Kappa number not greater than 7)
- ? contain a minimum alkaline earth salt reserve equivalent to 2% calcium carbonate based on dry weight of the entire paper.

Specifications for enclosure formats, papers, plastics, adhesives, and printing inks are outlined in ISO (International Organization for Standardization) 18902:2001.

All enclosures need to be chemically stable and pose no physical harm when in contact with archives materials. Paper enclosures, cartons, and boxes adhering to this
standard will:

- ? have a pH between 7.0 and 9.5
- ? be made from high alpha cellulose, bleached sulfite, or bleached kraft pulp with an alpha-cellulose content greater than 87% contain an alkali reserve equivalent to 2% calcium carbonate, evenly distributed contain less than 0.0008% reducible sulfur

be free of:

- ? highly lignified fibers (groundwood) knots, shives, or other abrasive particles
- ? waxes, plasticizers
- ? alum rosin sizing
- ? metal particles

Enclosures that pass the Photographic Activity Test (PAT), ISO 14523:1999 [formerly ANSI IT9.16-1993] will not adversely react with photographic images.

- ? In general, paper storage enclosures should be alkaline (pH not less than 7.5). Alkaline enclosures will last longer than their neutral counterpoints and uniform enclosure specifications will help minimize staff confusion.

If moisture is of great concern, you may wish to use enclosures in which pH neutral materials (pH not to exceed pH 8.0) are in direct contact with objects. Neutral pH (7) paper housing materials are recommended for natural science specimens and ethnographic proteinaceous collection materials (e.g., leather, fur, feathers, mammals, silk, and wool.)

Plastics

- inert or chemically stable
- naturally flexible: no added plasticizers; internally plasticized
- dimensionally stable: will not shrink, expand, or distort under normal conditions.
- adequate strength clear; no coloring dyes; not frosted (frosted contain silica dioxide)
- smooth no added ingredients (UV inhibitors/anti-block agents/slip-agents, additives/coatings)
- flexibility of film matched to need

Request Material Safety Data Sheets (MSDS) to be assured of the absence of undesirable components in plastics to be procured.

Commonly Used Plastics in Archives Preservation

- **Polyester film (polyethylene terepthalate):** (1960s) DuPont Mylar Type D, ICI Mellinex 516. Though stable, it has a high static charge, a sharp edge, and because of its smoothness, can cause ferrotypying if used with photographic materials in a high relative humidity environment.
- **Polyethylene:** (1942) For use in storage, seek high-density polyethylene (hdpe) that avoids slip agents, but is translucent rather than transparent.
- **Polypropylene:** (1957) For use in storage, seek biaxially oriented polypropylene because it does not include slip agents.
- **Acrylic:** (1936) Rigid material used for exhibition cases and glazes for framing.

Considerations when using plastics

- **Static charge:** Plastics generate a static charge making them unsuitable for loosely bonded media (e.g., soft pencil, unfixed pastels and charcoals, flaking media or emulsions).
- **Density:** Plastics are dense and will result in accumulated weight.
- **Trap moisture:** Can cause ferrotyping (i.e., sticking, causing photo to become shiny)
- **Limit air flow:** Problem for cyanotypes.
- **Tendency for plastics to slide over one another in unrestrained storage.**
- **Use for physical support:** Because plastic enclosures can accelerate the deterioration of acidic items, include an alkaline sheet of paper (as a buffer) which may help slow down deterioration if plastic is being used to provide physical support.

RESPONSE PHASE

Response includes the activities taken immediately before, during, or directly after an emergency that minimize damage or improve recovery of records and information. The response phase of emergency management activates the emergency management plan. Important activities to consider when responding to an emergency include: recognizing an emergency/disaster, contacting the proper authority, and activating the plan.

INITIAL RESPONSE TO DISASTER

Recognize an Emergency/Disaster

The person or chief coordinator who encounters an emergency/disaster will initiate the proper action of the emergency disaster plan after determining the level of the disaster. The chief coordinator may also activate the plan when an electronic sensing device sounds an alarm and, therefore, warns of pending emergency.

Sometimes an emergency/disaster may occur when the University is closed. In this case Public Safety will notify appropriate staff. Public Safety maintains a list of emergency contact personnel.

The ability to recognize an emergency/disaster can be enhanced through education and training initiatives. Employees will be trained on what to look for, when to look, and where to look.

Determine the Level of Disaster

In a disaster involving the State University of West Georgia, the person or chief coordinator will determine the level of the disaster. On the basis of an initial assessment other staff should/will be notified. For minor problems no additional help may be necessary. For more serious problems members of Facilities and other appropriate staff will be notified. Major disasters will involve the entire Records Disaster Management Team. The level of the disaster is determined as follows:

Minor Little or no structure damage and/or no danger to safety of employees

Moderate Structure is partially unstable and/or possible danger to safety of employees

Major Structure is unstable and/or present danger to safety of employee.

Contact the Proper Authority

After a threat is perceived and the level of the disaster determined, the emergency/disaster must be communicated to the proper authority. This time can be stressful, so the following is a list of needed information when reporting an emergency:

1. Specific nature of the emergency
2. Time of the emergency
3. Location of the emergency
4. Extent of damage or status of the emergency
5. Danger or injuries to people
6. Cause of an emergency

Public Safety has outlined the chain of authority, chain of command, or other reporting process to ensure accurate and timely communication.

When an employee of the State University of West Georgia encounters an emergency/disaster, the first response should always be to contact Public Safety Office at 770-836-6600.

Activate the Plan

If the designated chief coordinator is unavailable, the person who makes the initial reporting should refer to the succession or authority list and contact the nest person in command. This person will make the initial report and activate the plan without delay.

ENSURING PERSONAL SAFETY IS TOP PRIORITY.

Gather the response team

After the chief coordinator makes the initial or most immediate responses, the next step is notifying the records coordinator and the Records Disaster Management Team.

The Records Disaster Management Team (RDMT) will be the Vice President and/or Dean responsible for the area involved in the disaster. Other members of the disaster response team will be made up of faculty and/or staff who work in the devastated area. Each division will choose a representative to serve as a member of the response team and as a Records Custodian for that department. In an emergency/disaster involving a specific department, the head of that area will also be a member of the Records Disaster Management Team.

Although the records disaster management plan identifies this specific team, some coordinators prefer to put a response team together based on the type of emergency. Again, this process must be done quickly.

Brief the Records Disaster Management Team
Once the Records Disaster Management Team has gathered, the records coordinator will brief them on the status of the emergency. Team members will review the emergency management plan and apply documental activities to the impending emergency. RDMT will discuss any additional tasks that may need to be done. After the discussion, the records coordinator assigns specific tacks to team members.

Team members may need to decide which phase of an emergency exists. A clear delineation between the response phase and the recovery phase may not be recognizable. If the emergency has not occurred, but is potentially going to occur, the team will focus on the response phase. If the emergency has occurred, the team will focus on controlling the emergency to prevent it from becoming a disaster. If an event occurred that spontaneously resulted in a disaster, the team will focus on recovery.

Notify Other Personnel
Team members are also responsible for notifying others in the organization of the emergency. Communication will take place horizontally and vertically, top down and bottom up. An organization with poor communications within its structure will have problems in an emergency.

Activate Emergency Command Center
Most organizations will have a well-known control point that will serve as a command center. The University's command center is located in a facility that has all the necessary equipment and furnishings to send and receive information. The records coordinator delegates tasks and makes decisions from the command center. Alternative locations will be available in the event the primary location is involved in the emergency.

A command center should/will have the following equipment and supplies:

- Communications equipment (telephones, two-way radios, fax machines, etc)
- Personal protective equipment, including first aid kits
- Records and information needed to respond to the emergency
- Reference manuals, including maps
- Emergency communication directory
- Back up power supply, including fuel
- Office supplies, including computers with Internet access
- *AM/FM radios, cable television*
- Food, water, and other personal supplies to last several days
- Message boards, overhead projectors, and other presentation materials and equipment

Maintain Communications
Depending on the duration of the emergency, the chief coordinator will want to meet with the RDMT often. These meetings will be effective for brainstorming and solving special problems as they occur. The meetings will also provide continuity to the process by maintaining effective communications on the status of recovery efforts.

Gather Initial Damage Estimates

INITATIVE RECOVERY ACTIVITIES
After the proper authority declares the emergency over, recovery and damage assessment activities can take place. Coordination of initial damage assessment and recovery activities will continue from the command center until the emergency and records coordinators determine the organization is in condition to resume normal operations.

When a disaster strikes and results in damage to an organization, the chief coordinator will initiate efforts to gather damage and emergency impact information. Damage assessment occurs in two phases. The first phase is the initial damage assessment (IDA), a cursory review of damage caused by an emergency of disaster. The second phase is a comprehensive damage assessment.

IDA occurs within the first 24 hours after a disaster occurs. The objective is to get a good estimate of damage to report to the insurance company, and in a community-wide disaster, to the local government emergency coordinator. The chief emergency coordinator for the organization organizes the IDA efforts.

Assemble a Damage Assessment Team
The chief coordinator assembles the IDA team. Depending on the scope of the organization, team size can range from one to several individuals. The chief coordinator gives the IDA team specific instructions on what to look for, where to look, and what to document. Finally, the chief coordinator designates a time for the team to report to the command center.

Responsibilities of the Initial Disaster Assessment Team are:

- Conduct initial damage assessment and take preliminary actions
- Inform university insurance and legal representatives of the nature and extent of damage
- Investigate financial resources for recovery efforts
- Determine what commercial recovery services and supplies are needed and contact vendors
- Organize, train, and supervise recovery volunteers
- Coordinate communications among staff and with the public and news media
- Keep records of all decisions made and activities undertaken

INITIATE SECURITY ACTIVITIES

The IDA team attempts to gather the initial estimates quickly. The team must also be thorough so that important information is not left out of the report. IDA requires a balance between time and accuracy. The chief coordinator decides the extent of information the team gathers and prepares a checklist for the damage assessment. The checklist may list the following items:

- Facility structural damage
- Damage to products, materials, or supplies, including records and information
- Damage to vehicles or equipment
- Damage to property
- Personal injuries
- Costs to recover (materials and Supplies)
- Costs of recover (repairs and maintenance)
- Costs to recover (labor)
- Loss of revenue

After the team gathers the needed information, it reports to the command center.

Compile Information into a Report

The chief coordinator or designee then compiles this information into a report for the insurance company, local officials, or for organization records. Timing is very important. If the coordinator has IDA information, it can be prepared for the insurance claims representative when he or she arrives for the inspection. IDA information can also be helpful to verify the insurance company's estimates.

The initial damage assessment is a quick financial estimate of damage. After the initial 24 hours following a disaster, and probably before, the coordinator needs to look at assessments for recovery operations. These damage assessments will be more specific as to recovery and salvage processes that will be undertaken (or needed).

Because insurance coverage is a major factor in the recovery process, the insurance claims representative or adjuster as part of the damage assessment team. During the recovery process, team members will monitor and track recovery expenses such as travel, telephone, equipment or facility rentals, and any other expenses that must be submitted to the insurance company.

Train the Damage Assessment Team

Training is important to ensure smooth and accurate damage assessment. The organization should invest in training employees on damage assessment. Gathering damage assessment information correctly and efficiently will ensure that the insurance company appropriately compensates the organization. Additionally, an accurate damage assessment will also ensure that the university can obtain adequate loans to recover fully from the emergency/disaster.

Security of an organization's assets will be a high priority for management and considered in the preparedness, response, and recovery phases of an emergency. Tightening security is good risk management.

Adequate security measures can prevent emergencies and disasters. When vital records are too accessible, unaccounted for, or stored improperly, the organization becomes vulnerable. Management's ability to control security is important to emergency response activities. Emergencies can divert the attentions of employees and make the organization susceptible to additional damage.

Emergencies may have residual effects; i.e., vulnerabilities or weaknesses while attempting to deal with an emergency situation. Image the following situation:

The command center is full of activity, and many people are coming and going. In all the commotion, unauthorized personnel have slipped on campus and stolen, set fire to, or damaged vital records.

The records coordinator can/will take some practical measures to improve security. Typical security initiatives include:

- Issuing identification badges to employees and other authorized personnel
- Locking doors if personnel cannot monitor the facility during an emergency
- Installing signs designating secured or restricted areas
- Placing a sign-in sheet at the command center and logging time in/out
- Creating a list of authorized personnel and monitoring it
- Ensuring that personnel know who is authorized to make decisions
- Maintaining supplies to board up windows
- Securing cash operations immediately
- Asking for police assistance
- Asking outside organizations to help monitor security

If an emergency or disaster forces the coordinator to establish a recovery operation outside of a facility, the following additional guidelines may be beneficial.

- Establishing rules about who is in charge
- Determining safety and operating conditions for allowing access to the area
- Distributing passes to those permitted to enter
- Setting up a security patrol or monitoring system

Organizations who institute security measures are taking a proactive approach to preventing loss.

ACTIVATE CONTINGENCY ARRANGEMENTS

Another consideration in the response phase is implementation of contingency arrangements that were planned for during the preparedness phase. Those plans include such actions as setting up a hot site for computer operations, arranging for office space, finding alternative storage space for vital records, and establishing contracts for backup equipment.

During the response phase, the records coordinator must consider following through with the arrangements previously established. As a minimum, the coordinator will contact any vendors under contract to provide a contingency product or service and place them on standby.

Comprehensive emergency planning includes contingency planning.

If university divisions/departments are unable to continue functioning at its normal location, an alternative site must be used to resume limited or full operations. Before full operations can resume, the organization must shut down and secure the existing facility. Previous training will prepare employees for achieving an orderly shutdown.

1. The facility managers, of other appropriate person should/will have a plan to shut down all internal processes. Proper planning can yield three benefits:
2. Nonessential equipment, processes, and systems are shutdown
3. Essential equipment, processes, and systems remain active

Facility is secured from intentional damage

All employees must work together as a team to accomplish a move to an alternative facility. Some considerations include:

- Setting up teams to focus on specific aspects of the move such as packing and moving, arranging for furnishings, coordinating equipment relocation, and maintaining security
- Documenting responsibilities and actions taken to provide an audit trail
- Arranging for employee assistance professional to come in and talk to employees about stress, change, and personal finance
- Establishing reasonable expectations for the way personnel are to behave and perform

RECOVERY

Recovery is the implementation of short-term activities that restore vital records and information to minimal operating standards. Disaster recovery for records and information includes five steps—assessment of damage, stabilization, salvage, restoration and resumption of operations, and final observations. The degree of effort and complexity of tasks required to achieve full recovery depends on the type of disaster, the amount of damage, and the effectiveness of the emergency management plan.

RECOVERY PHASE

Records and information disaster recovery can be as simple as responding to the loss of data due to an equipment malfunction or as complex as records salvage following a major disaster. For major disasters, no recovery procedures can begin until the situation is stabilized. Much of the community and University infrastructure—roads, telephone services, water distribution systems, electric power lines, and gas lines. Some locations may be physically inaccessible for days or weeks, adding considerable time to the recovery of critical information and prolonging the exposure of records and information to damaging elements.

Disaster recovery for records and information includes the following five steps:

1. Assess damage
2. Stabilize the situation
3. Begin salvage operations
4. Begin restoration procedures
5. Resume operations

ASSESS DAMAGE

The initial damage assessment (IDA) following an emergency or disaster is usually a basic estimate of the overall damage. It generally concentrates on major facility damage such as possible structural damage, facility loss, and blocked access. A complete records and information damage assessment will begin after access to records holding areas are allowed.

Cost is a big factor in damage assessments. An organization may not have the funds to attempt recovery of all records and information damaged by the disaster event. Records and information recovery is established by the vital records program during the prevention phase and included in the emergency management plan to speed recovery efforts. Recovery priority is given to the vital records of the University. Records and information priority recovery materials includes:

- Records listed on the Vital Records Schedule;
- Additional records and information included on divisional and departmental priorities lists;
- Records that are used to locate records and information such as indexes, files classification lists, accession analyses, location registers, and inventories;
- Items that have already developed mold;
- Items printed on parchment or vellum or printed on coated paper;
- Items with water-soluble inks such as maps, drawings, or manuscripts.

Damage assessment includes several factors. Obviously some appraisal of records and information physical condition is necessary. Determine quickly whether any records or information has been completely destroyed or is inaccessible.

The Records and Damage Assessment Form (Form REM3) factors include:

- *Extent of damage.* Are areas of the facility collapsed or still under water? How much damage has occurred to the records or information?
- *Kind of damage.* Is the damage caused by fire, water, collapsed structure, chemical contamination, or system crash?
- *Location*. Is the damage localized, or has the entire facility been affected?
- *Media:* What media has been damaged?
- *Vital Records.* What are the vital records classifications for the damage records and information?
- *Scope of Damage.* Has damage occurred to records housing or containers? Will help be needed to move the records to a safer location for recovery?
- *Recovery.* Can recovery be accomplished internally, of will recovery services be required?
- *Cost-benefit of recovery.* Is the damage to records too extensive to be worth the cost of recovery?
- *Stabilization.* What stabilization techniques are necessary?
- *Personnel.* What personnel will be necessary for the recovery and restoration steps?

As the damage is assessed, the nature and extent of the damage will be documented. Videotapes or photographs of the damage are important for insurance reports and to evaluate the effectiveness of the emergency management plan. Necessary notes will be taken to complete any required reporting for FEMA/GEMA or insurance purposes. Three records and information damage categories will be established during the assessment.

1. Destroyed or unsalvageable records and information
2. Unharmed, retained records and information.
3. Damaged records and information requiring recovery techniques

RECORDS AND INFORMATION DAMAGE ASSESSMENT AND PRELIMINARY ACTIONS

Enter the damage zone. Use extreme caution when entering the area where disaster has occurred. It may be necessary to wait until safety officials have determined that fire has been completely extinguished, the building is structurally sound, and there is no danger of electric shock in wet areas. If entry is delayed, use this time to begin contacting outside assistance such as a conservator, commercial disaster recovery service, etc.

Set up a command post. This will serve as the single location where decisions are made, information disseminated, and responsibilities assigned. The command post will be staffed at all times.

Make an initial assessment of damage to materials based on the questions below. Begin keeping a detailed visual record (photographs, video) of the damage and the recovery process.

What types of materials have been damaged? The salvage procedures provide instructions for salvaging various types of materials, but a conservator should also be consulted for damage to any unusual book materials and all non-book items.

What is the nature of the damage? Water and fire damage are the most common forms. Wet books require rapid action in order to be salvaged, while fire-damaged books that are not wet can be left alone until more urgent needs have been addressed.

How extensive and severe is the damage? While it is not appropriate to inspect every item at this point, select samples and examine them closely. Water-damaged books can range from damp around the edges to totally saturated, and treatment strategies will be determined by the degree of wetness. The greatest threat to water-damaged books is mold, which can appear as soon as 48 hours after the water damage first occurs. If treatment of all wet items cannot begin within 48 hours, some or all materials should be frozen until treatment can proceed.

Based on the initial damage assessment, decide whether to withdraw, withdraw and replace, or attempt salvage of damaged materials. Severe fire damage is generally irreversible; salvage is not possible. Water-damaged materials can usually be salvaged, but the process is expensive, labor-intensive, and time-consuming. Replacement is most appropriate for readily available items such as current newspapers and journals, recent monographs, and commercially produced microforms. Replacement of older materials can be as difficult as salvage and is often not even possible.

Materials that are to be withdrawn will be set aside rather than discarded immediately. This will allow efforts to be concentrated on materials that can be saved and permit a second evaluation when time allows.

If salvage of water-damaged materials is to be undertaken, decide what method(s) to use and begin making appropriate outside contacts.

Air-drying is the simplest and least expensive option, and it can be conducted entirely in-house if sufficient space and staff can be made available. Treatment of all items must begin within 48 hours in order for air-drying to succeed.

Designate a work area with plenty of space and worktables and arrange for staff to be contacted and trained.

Freezing is not primarily a treatment method in itself, but a way of arresting damage until treatment can proceed. Freezing halts mold growth, prevents inks from running and pages from sticking together, reduces smoke odor, and initiates the drying process. Books may be frozen indefinitely with no further damage, and all further treatment options still remain possible.

Vacuum-freeze-drying is a commercially available service in which frozen materials are placed in a vacuum chamber so that ice crystals vaporize without melting. This process is especially appropriate for large numbers of very wet books as well as for coated paper.

Other commercial drying processes: although vacuum-freeze-drying is the best-known method, alternatives such as dehumidification and thermal-vacuum-drying do exist. Consult vendor(s) for more information.

If water damage is present, take immediate action to lower the temperature and humidity in order to inhibit mold growth. Target temperature should be 65 degrees Fahrenheit and humidity 45%. Turn down the thermostat, turn on the heat or air-conditioning, and set up dehumidifiers and fans. Begin to remove standing water with wet-dry vacuums if this can be done without further damage to materials.

Decide whether the building or any part of it should be closed and whether hours and services should be curtailed. While it is important to maintain services if possible, the success of any salvage effort will depend on the availability of adequate numbers of staff and their ability to work without distraction. Cordon off the damage area and discourage disaster sightseers. Even volunteers eager to help can hinder the recovery process if they are allowed into the damage area before a work plan can be developed.

Check frequently to make sure that measures taken to stabilize the emergency are still working.

STABILIZE THE SITUATION

The disaster situation must be stabilized to safeguard personnel. When appropriate, some stabilization will take place at the same time or before the assessment step. These stabilization activities include:

Making sure that patrons and staff are not in danger.
Safety of humans comes before protection of materials. State University of West Georgia Staff themselves will not take unwarranted risks to save library materials.

Eliminating the source of the problem.
University staff is trained to use fire extinguishers to put out fires if possible. In the event of water damage, University staff will attempt to cut off the water supply to the affected area.

Getting materials out of danger.
If the number of materials threatened by water is small, they can simply be moved to a dry place. For larger problems, plastic sheeting can be spread over the stacks to shield them from water coming from above.

As the environment is stabilized, begin the removal and the relocation of damaged materials. Recovery and salvage of damaged records usually take place at an alternative operating site or at a designated recovery site. The site may be located internally or in another facility. The site may be located internally or in another facility. The recovery site should/will be set up with adequate supplies, equipment, and furniture for salvaging the records and information.

Some organizations contract with commercial recovery services that set up and maintain recovery sites. Commercial recovery services usually establish a local recovery site for large-scale disaster recovery. Small volumes of damage records and information are usually transported to recovery service facilities. Microfilm recovery requires shipping or transporting reconstruction, such as cleaning and restoring a computer hard disk, requires very specialized recovery techniques and must/will be transported to the specialized service location.

Packout includes the procedures and techniques used to pack and remove damaged materials from a disaster site. When using a commercial recovery service, the RDMT may still have the responsibility of packing the materials for removal. Some larger vendors offer packing as part of their recovery service.

BEGIN SALVAGE OPERATIONS
SALVAGE PRIORITIES

Setting salvage priorities is not necessary for minor disasters in which the extent of damage is small and all damaged items can receive treatment. If damage is widespread, however, it is useful to have pre-established guidelines indicating the order of priority in which various parts of the University/Departments will receive attention.

Vital Records should receive top priority. Vital Records are documents/materials that the department must have to be able to function the next business These materials may be special collections, have significant monetary value and would be difficult or impossible to replicate or replace.

Important/Permenant Records occupy the next level of priority. They contain significant research resources, some of which are also irreplaceable. While it is not possible to assign priorities to general collections materials on a title-by-title basis, bibliographers should be involved in an emergency to identify areas of the general collections that may contain a high proportion of valuable or scarce materials.

Other Records in which most items can be replaced should receive the lowest priority and should not be considered for salvage unless no other items are damaged and replacement funds are not available. Current periodicals, commercially produced audio-visual material, and use copy microforms fall into this category.

Salvage produces for records and information will be included in the emergency management plan. The damage assessment helps determine which recovery procedures are needed to reconstruct the records and information. The procedures must be appropriate for the type of damage--water, smoke, computer virus, or extreme heat. They must also be appropriate for the media to be salvaged--electronic, paper, microfilm, magnetic, and optical.

Document all unsalvageable records and information as they are discarded to protect the organization in future litigation. Be sure to include all records and information known to be destroyed during the disaster.

SALVAGE PROCEDURES

In any major disaster some damage and loss is inevitable. The goal of a salvage operation is to preserve vital records and as many other types of records as possible.

Salvage workers must resist the tendency to spend too much time on single items or particular formats at the loss of additional records and information. It is also important to avoid causing further damage during the salvage process by practicing proper techniques and careful handling.

Staff Considerations: Salvage of damaged materials is not possible without a substantial contribution of staff time. The following precautions should be observed when recruiting and training salvage volunteers:

- Staff with mold sensitivity should not volunteer for salvage work.
- Salvage work involves moving full book trucks and lifting boxes as well as less strenuous tasks. Wet materials are much heavier than dry ones. Volunteers will be assigned to activities appropriate to their physical capacity.
- Salvage work may take place in wet, dirty, and cold surroundings. Volunteers will be instructed to dress accordingly.
- Food and drink will be provided for volunteers, if possible. Volunteers will be encouraged to take breaks as needed rather than working to the point of exhaustion.

Volunteers will be kept informed about the progress of the salvage effort so that they will feel assured that their efforts are meaningful.

The Salvage Procedures Section provides basic instructions for recovery of most formats held by the University. However, for any rare or valuable items, the advice of a conservator should be sought.

BEGIN RESTORATION AND RESUMPTION OF OPERATIONS

After the crisis has been stabilized and recovery procedures are completed, activities must begin to return operations to normal. Resumption of operations activities include the following:

- Cleaning and repairing or replacing the facility;
- Cleaning and repairing to replacing furniture and equipment;
- Restarting nonessential equipment, processes, and system;
- Resorting, organizing, and indexing salvaged records and information
- Shelving or filing salvaged records and information.

Environmental stabilization must be completed before moving back into the facility. Water, smoke, and insect damage must be repaired, carpeting replaced, structural damage repaired, and the environment returned to normal. Furniture, including file housing and equipment, must be repaired or replaced before records and information can be restored to the files. Nonessential equipment, processes, and systems that were shutdown prior to or during the emergency situation can be restarted as needed.

Records and information must be placed in retrievable order with current indexing before shelving or filing. Using photos and videotapes taken during the damage assessment stage can aid in restoring records and information to pre-disaster order and location.

Resumption activities begin while the organization is still operating from the alternative site, which is considered a temporary location. As soon as the facility environment is stabilized and repaired, operations can be moved back into the facility. In the case of total facility destruction, the alternative sites are used only until a new location is established.

As normality returns to the organization, the disaster response and recovery activities will to be evaluated. Comparing the plan to the reality of the response and recovery process aids in closing loopholes and preventing the same mistakes in the future. The review procedure will include a follow-up with all personnel involved in salvage and recovery operations. Specific details and problems encountered during each step will be evaluated and appropriate changes made to the plan.

Additional training for response team members will be provided where necessary. Response and recovery supplies will be inventoried and immediately replaced. Performance of suppliers and recovery services will be evaluated and specifications updated where needed. Vendors that performed poorly may need to be replaced. Affected records and information and restored areas must be monitored regularly for any sign of continuing problems, and steps must be taken immediately to prevent further spread of the damage.

FINAL OBSERVATIONS

Emergency Management for Records and Information Programs has presented a general blueprint for developing an organization-wide records and information emergency management plan. It is intended as a universal guide to the basic concepts, systematic steps key elements, program benefits, and practical considerations in preparing, implementing, and updating such a plan. A written, approved emergency management plan is not a substitute for the good sense, sound management, and creativity that are required when responding to an emergency or disaster.

Many elements of a records disaster management plan are already in place before the decision to establish a formal plan is made. Insurance programs, site and information security policies, vital records protection through the use of remote site storage of microfilm originals and back up computer tapes, and regular maintenance checks are only a few program elements that often predate the formal emergency management process. The plan, however, reviews, coordinates, improves, and supplements these existing elements so that a comprehensive, cost-effective program emerges.

A records disaster management plan works most effectively in the hands of a knowledgeable, creative, and confidant records manger. Such a manger can exert the strong leadership needed to serve as coordinator, and can quickly assume the responsibility for identifying, isolating, and managing the consequences of emergencies, and for directing reconstruction and salvage of those records vital to the successful resumption of the university in the event of a disaster

SALVAGE PROCEURES

EMERGENCY RESPONSE FOR WET OR DAMAGED OBJECTS

Adapted from the South Florida Conservation Center

Wet Objects

Ceramic, Glass, and Stone

1. Do not wash if the surface is fragile. Watch for cracking, peeling, or lifting off of surfaces. Immediately contact an objects conservator if this is the condition.
2. If object does not appear to be fragile and is in good condition, rinse in fresh, clean tap water to remove dirt, salts, and debris.
3. Pat dry with soft cloth or paper toweling. Do NOT rub.
4. Cover lightly with clean cloth sheets or paper towels and allow to slowly air dry in a protected, ventilated area.

Organics (Leather, Wood, Bone, Ivory, Basketry)

1. Pat dry with paper towels. Do NOT rub surface to remove dirt or mold. Cover lightly with cloth sheets or paper towels and place in a suitably sized partly covered box, allowing for some air circulation.
2. Fill leather bags and baskets with dry paper to help them maintain their shape. Allow to air dry very slowly in this container. Try to keep the relative humidity in the drying space below 65%.
3. Watch for mold growth, warping, splitting, or insect attack. Immediately contact an objects conservator if this begins to occur.

Books

1. Very wet volumes--Freeze
   Damp and slightly wet volumes--Air Dry
2. When air drying, air dry in a well-ventilated, low humidity area (RH 50%, if possible).
3. Fan the volume open and stand upright on volume's drier end. (Placing absorbent paper beneath the volume will help absorb wetness that may be present on the drier end of the book.)
4. Interleave text every 20 or so pages with dry papers. Replace interleaving papers as they become wet. (Please note: Avoid excessing interleaving, as this can cause distortion to the volume's binding)
5. Immediately contact a book conservator for more detailed information on salvaging vellum or other rare bindings.

Metals

1. Pat dry with paper towels.
2. Allow to air dry un-covered in a well ventilated, low humidity area (RH below 55%, if possible)
3. Watch for Corrosion:
   Copper and/or Bronze: Powdery, light green spots on the surface
   Iron: Red colored sweat spots
4. If these conditions occur, immediately contact an objects conservator.

Broken Objects

Ceramic, Glass and Stone
Organics (Leather, Wood, Bone, Ivory, Basketry)
Metals

1. Save all fragments, large and small.
2. After drying (as specified above), wrap all fragments individually in white tissue paper. This prevents the fragments from rubbing against one another and causing further damage.
3. Replace any filling paper with fresh paper.
4. Place all wrapped fragments flat on the bottom of a box. Pad large fragments with bubble wrap or paper.
5. Contact an objects conservator for assessment and possible repair.

DO's and DON'Ts FOR HANDLING MATERIALS OF PERMANENT VALUE

Whenever materials of permanent value are handled, they become vulnerable to damage. By alerting the user to the potential harm caused by carelessness or unsound handling techniques, we hope to minimize unintentional abuse to archives materials. A number of simple do's and don'ts are outlined below to help you handle the materials temporarily entrusted to your care.

Do: Always handle materials with clean hands. Wash your hands frequently when handling records to avoid transferring oils and dust to the materials.	**Don't:** Never touch materials with dirty, oily, or greasy hands.
Do: Always work on a solid surface.	**Don't**: Never handle documents unsupported or in mid air.
Do: Keep your workspace clear.	**Don't:** Never eat or drink in close proximity to records or work area. Avoid extraneous materials in your work area.
Do: Use pencils for inventories.	**Don't:** Never use writing implements such as pens or markers that may permanently mar an item.
Do: Gently lift items from folders or boxes.	**Don't:** Never pull items roughly from their folders, boxes, or other original housing.
Do: Replace damaged storage boxes or other containers that do not provide adequately sized housing for records.	**Don't:** Do not overstuff folders or boxes.
Do: Provide adequate support for stored records.	**Don't:** Do not roll or fold records that have not been previously stored in that manner. Do not store documents in folders too small to cover the entire document.
Do: Carefully unfold items if paper is flexible. Open documents on a tabletop and gently smooth creases flat with clean fingertips.	**Don't:** Never fold an item back on itself, or attempt to unfold a document that is inflexible or brittle.
Do: Remove rubber bands, metal fasteners, staples, and other fasteners that may be damaging records, taking care to preserve the integrity of the document.	**Don't:** Do not remove ribbons, lacings, or other items of historical significance to the documents.
Do: Replace removed fasteners with metal paper clips using alkaline strips of paper as barriers between the clip and the document.	**Don't:** Never allow fasteners to come in direct contact with documents. Do not use plastic clips--they cause permanent damage.
Do: Dust off records with a soft white brush, if necessary.	**Don't:** Never wipe documents using cloths or other materials, which may be abrasive to the document's surface.
Do: Separate items in fragile condition. Place these items in their own polyester l-velopes (sleeves sealed on 2 adjacent sides) or alkaline folders.	**Don't:** Never attempt to perform any repairs without the instruction and supervision of a conservator. Never use any pressure sensitive (scotch-like) tapes or other materials, which contain damaging adhesives (such as Post-it Notes).
Do: Always consider the consequences of remedial action.	**Don't:** Never attempt any repair that may cause long-term damage or accelerate deterioration.
Do: Always favor preventive measures.	**Don't:** Never attempt any repair with which you are unfamiliar or for which you have not received sufficient training.

If in the course of your work you are unsure what to do, STOP.
Contact the Conservator at the State Archives of Georgia (404) 656-3554 for additional advice.

SALVAGE PROCEDURES FOR BOOKS: WATER DAMGE

Unless it is possible to work within the damage area,

- **Wet books must be moved to a space where they can be treated.**
  If book trucks cannot be maneuvered in the damage area, a human chain may be the best way to move the books.

- **Start with the wettest items.**
  Closely examine books on the periphery of the damage area; shelves can feel dry even when the books on them have absorbed and retained much moisture. Items will usually be found on the bottom or top shelves, depending on the source of the water damage. However, if any books are actually submerged in water, do not remove them until they can be dealt with immediately.

- **Handle books with care.**
  Wet books are extremely fragile. Do not attempt to open closed books or force open books shut; transport them carefully as is.

- **Transport books lying flat in single layers.**
  Books piled on top of each other or left side by side may warp and/or stick together. Books should also be left flat while waiting for treatment.

- **Separate books to be freeze dried from those to be air-dried.**
  Depending on conditions, this can be done as they are first removed from the shelves or later in the treatment area.

- **Wash off extremely dirty books or those exposed to contaminants.**
  This applies to covers only, not to inside pages. Hold the volume tightly closed under clean, gently running water. If time allows, use a sponge to dab off dirt, but do not rub, as this will merely force the dirt deeper. Do not wash volumes that have swollen open or ones that have leather or parchment bindings

- **Keep a record of every item removed from the shelf and its intended destination or treatment method.**

SALVAGE PROCEDURES FOR BOOKS: FIRE DAMAGE

In addition to burning books, fire can cause indirect damage through heat, smoke, soot, and water, and can affect books far removed from any actual flames.

Books with heavy damage must probably be withdrawn, but consult a conservator to make sure salvage is not possible.

Books with charred edges only can often be trimmed and rebound. Rebinding is also an option for books with sooty covers.

Smoke odor can be lessened by exposure to rapidly circulating air.

See DO's and DON'Ts for CAREFUL HANDLING of BOOKS

DO's AND DON'Ts FOR CAREFUL HANDLING OF BOOKS

Whenever materials are handled, they become vulnerable to damage. By alerting the user to the potential harm caused by carelessness or unsound handling techniques, damage can be minimized. A number of simple do's and don'ts are outlined below to help you handle the materials temporarily entrusted to your care.

Do: Always handle materials with clean hands. It may be necessary to wash your hands frequently to avoid transferring oils and dust to the materials with which you are working.	**Don't:** Never touch materials with dirty, oily, or greasy hands.
Do: Support books properly. Books can be stored on their tails, on their spines, or flat. Oversized books should rest flat.	**Don't:** Never pack or store a book on its fore-edge. Never force a book into a space too small or tight. Do not allow books to sag or lean.
Do: Remove books from the shelf by gently pushing back the books on either side and grasping the desired book from the center of its spine. An alternative method to retrieve a book is to reach in back of the desired book and gently push it forward from behind.	**Don't:** Never pull books roughly from the shelf. Never retrieve a book by its head cap.
Do: Keep books clean by periodic dusting with a soft white brush or cloth.	**Don't:** Never use treated cloths or any material that may be abrasive to the text block or case.
Do: Use a box or book truck to transport several volumes.	**Don't:** Never attempt to carry too many items at one time.
Do: Use alkaline papers as bookmarks.	**Don't:** Do not leave extraneous materials in books or turn down corners to mark your place.
Do: Use special care when photocopying books.	**Don't:** Never force books open or allow photocopier covers to slam on a book's spine.
Do: Keep your workspace clear.	**Don't:** Never eat or drink in close proximity to materials.
Do: Only use pencils.	**Don't:** Discourage the use of writing implements such as pens or markers that may permanently mar an item.
Do: Use only chemically stable materials (papers/plastics) for repairing or housing items.	**Don't:** Never use pressure sensitive (scotch/book-repair) tapes or other materials that contain damaging adhesives (such as Post-it Notes).
Do: Always consider the consequences of remedial action.	**Don't:** Never attempt any repair that may cause long-term damage or accelerate deterioration.
Do: Always favor preventive measures.	**Don't:** Never attempt any repair with which you are unfamiliar or for which you have not received sufficient training.

If in the course of your work you are unsure what to do, STOP.
Preservation advice can be obtained by contacting the Conservator at the State Archives of Georgia (404) 656-3554

SALVAGE PROCEDURES FOR FLAT PAPER (manuscripts, typescripts, office files, etc.)

Wet items may be air-dried immediately or frozen and air-dried later when staff and space become available. Freezing should be undertaken if:

- The number of wet items is too large for them to receive attention within 48 hours.
- Any mold growth is evident.
- Items are printed on coated paper and can't be treated immediately. If coated pages are allowed to dry without treatment they will stick together, causing irreparable damage.
- Inks appear to be running or bleeding.

Items to be frozen do not need to be removed from boxes or folders if it is easier to transport them en masse.

Air-dry flat items in the same environment used to air-dry wet books: clean, cool, and dry, with constant air circulation.

Lay pages on a clean flat surface covered with paper towels. Drying in single layers is best, but if space is insufficient, pages may be interleaved with polyester web (e.g. Reemay) and blotter paper and dried in small stacks.

Extremely wet pages or those with wet coated paper may stick together. Do not attempt to separate them by hand since they are very vulnerable to tearing. Use the following method instead: Place a piece of polyester film (e.g. Mylar) on the stack of papers (moistening it slightly beforehand may help) and rub it gently down on the top page. Carefully lift and roll back the film and the top sheet should peel off with it. Place the sheet film side down on a flat surface and cover it with polyester web and blotting paper, pressing gently to remove moisture. Turn the "sandwich" upside down and very carefully peel off the film, replacing it with more web and blotting paper. An alternative to this method is to hang the film and wet page on a clothesline. As the page dries it will separate from the film on its own.

Dried pages may be pressed between weights, but some permanent wrinkling is likely. Such pages will take up more room on the shelf than they previously did.

SALVAGE PROCEDURES FOR PHOTOGRAPHIC MATERIALS

Salvage of photographic materials is complicated by the fact that there have been many different photographic processes employed since the invention of photography. A recovery procedure that saves one type of photograph may ruin another. For this reason a photograph conservator should be consulted if salvage of photographic materials is undertaken.

All photographic materials are very vulnerable to water damage and require immediate action if they are to be saved. Collodion wet plate negatives, ambrotypes, pannotypes, and tintypes should receive first attention. Beyond these categories, prints in general should be treated before negatives, and color material before black-and-white, assuming all are of equal research value.

Photographs and negatives of any type should never be allowed to dry with their emulsion in contact with any other surface, including other photographs, because it will adhere to that surface and be impossible to remove without irreparable damage.

Dirty items may be rinsed in clean, cool water and dabbed off with blotting paper or soft cloth. Do not rinse or dry off any item showing signs of emulsion deterioration such as bubbling, separation, or image loss.

Air-drying is the preferred salvage method for all photographic materials. Items should be separated and placed emulsion side up on clean. lint-free cloth or blotting paper. Do not touch wet emulsions. Cased photographs should be carefully separated from frame and mat and laid flat to dry. Small weights may be placed at the corners of drying items to limit curling, and photographs that do curl up can often be flattened again after they dry.

Photographs waiting to be separated and air-dried should be kept damp by sealing them in plastic bags and immersing the bags in cold water. If not all items can be treated within 48 hours, they should be frozen and air-dried later.

Any items that have already stuck together should be frozen as is before they have a chance to dry. Do not attempt to separate them at this point.

Items to be frozen can remain in the same plastic bags used to keep them damp. Each bag should contain no more material than can be air-dried in one batch when thawed. Freeze-drying should be undertaken only as a last resort because it can cause further damage. Vacuum-drying should not be considered at all.

See DO's and DON'Ts for the CAREFUL HANDLING PHOTOGRAPHIC IMAGES of PERMANENT VALUE

DO's AND DON'Ts FOR HANDLING PHOTOGRAPHIC IMAGES OF PERMANENT VALUE

Whenever materials of permanent value are handled, they become vulnerable to damage. By alerting the user to the potential harm caused by carelessness or unsound handling techniques, we hope to minimize unintentional abuse to archives materials. A number of simple do's and don'ts are outlined below to help you handle the materials temporarily entrusted to your care.

Do: Always support work on a solid surface.	**Don't:** Never handle images unsupported or in mid-air.
Do: Keep your workspace clear.	**Don't:** Never eat or drink in close proximity to images or work area. Avoid extraneous materials in your work area.
Do: Handle photographic images gently.	**Don't:** Never pull items roughly from their folders, boxes, or other original housing.
Do: Always handle film and photographic materials with white cotton gloves. Handle images by their edges.	**Don't:** Never touch the surface of film or photographic images.
Do: Provide items with a rigid support before transporting.	**Don't:** Never carry images by fragile or brittle mounts.
Do: Identify information on a paper enclosure, or if information must be placed directly on the image, use a soft #2 pencil to identify images in the margins on the back of the photograph. Provide identifying information, e.g., who, what, where, when.	**Don't:** Never use inks or markers. Avoid creating indentations that will mar the photographic image. Never place rubber bans, stickers, adhesive labels, or self-stick (e.g., Post-it type) notes on photographic images.
Do: House similar sizes and formats together.	**Don't:** Do not store images of different sizes or formats together. Do not house prints and negatives in the same storage container.
Do: Replace damaged storage enclosures or other containers that do not provide adequate support.	**Don't:** Do not attempt to unroll or flatten tightly rolled panoramic prints or other oversized images.
Do: Create "use" copies for frequently consulted or vulnerable images.	**Don't:** Never directly feed an image through a photocopier (or scanner).
Do: Use photo-corners or other devices (e.g., polyester sleeves) that do not adhere to an image when mounting photographs	**Don't:** Do not use "magnetic pages," lamination, or any other irreversible adhesive method for mounting photographic images.
Do: Use stable plastics and papers (adhering to ANSI IT9.2-1998, and ANSI IT9.16-1993) for storing or mounting photographic materials.	**Don't:** Never use plastics such as PVC, or even stable types of plastics that contain additives.
Do: Identify items in fragile condition or in need of conservation attention.	**Don't:** Never attempt to perform any repairs. Never use any cleaning product—it may contain image-damaging ingredients.
Do: Always consider the consequences of remedial action.	**Don't:** Never attempt any repair that may cause long-term damage or accelerate deterioration.
Do: Always favor preventive measures.	**Don't:** Never attempt any repair with which you are unfamiliar or for which you have not received sufficient training.

If in the course of your work you are unsure what to do, STOP.
Contact the Conservator at the State Archives of Georgia (404) 656-3554 for additional advice.

SALVAGE PROCEDURES FOR MICROFORMS

Consider replacing microforms rather than attempting to salvage them. If replacements are available, this will probably be the more cost-effective solution.

Check microfilm rolls to determine how wet they are. Because film is tightly wound and stored in boxes, it may not be significantly wet, especially in the interior.

If mud or other debris is visible, microfilm and microfiche may be rinsed in cool, clean water.

Microfilm that is thoroughly wet will fuse together as it dries. To prevent this, keep it wet and send it as soon as possible to a film lab to be reprocessed. Reels should be placed in a large plastic container such as a garbage can and covered with cold clean water, preferable distilled. The low water temperature (65 degrees or lower) helps to keep the emulsion from separating. Ice (NOT dry ice) may be added to keep the temperature down. Film may be stored up to three days in this manner.

It is also possible to unwind and air-dry microfilm on clotheslines, but scratches and water spots are likely to result. This alternative should be chosen only if reprocessing is not an option.

Salvage of microfiche can be even more costly than microfilm since each piece must be treated individually. As with microfilm, microfiche to be reprocessed should be kept wet. Microfiche may also be removed from storage envelopes, separated, and air-dried.

SALVAGE PROCEDURES FOR MAGNETIC AND ELECTRONIC MATERIALS

Hard Drives: Staff in Information Technology Services (ITS) will remove hard drives and attempt to recover data on a prioritized basis; they may also decide that this work should be contracted out to a firm specializing in data recovery.

CDs and LPs: These materials will not be harmed by clean water. If they have been exposed to dirty water they should be rinsed in clean water and dried with a soft, lint-free cloth. Record jackets and paper material accompanying CDs should be photocopied if the information they contain is valuable, and the originals discarded so that they will not harbor moisture and mold.

Tapes (audio, video, and computer) and floppy discs: These materials should be replaced rather than salvaged, if possible. If salvage is necessary, the following procedures may be used:

Floppy discs: Floppy discs that are merely damp can be dried with a hair-dryer set on air only. Wet floppy discs must be carefully cut out of their enclosures, rinsed, air-dried, placed in replacement enclosures, and copied. If treatment is delayed discs should be kept wet in cold, clean water. If there are many discs to be salvaged, an expendable disc drive should be used for copying since it may be damaged in the process.

Tapes: Do not attempt to play water-damaged tapes before carrying out the procedures below. Playing a wet or dirty tape can be harmful to the playing equipment as well as to the tape itself.

> ***If the tape is still wet, submerge the entire cassette in running water to clean it.*** Do not re-wet the tape if it has already begun to dry.
>
> ***Leave the tape in its cassette for the drying process.*** This will prevent further damage to the tape and avoid the necessity of reassembling the cassette. Air-dry the tape by setting fans to blow constantly but indirectly over it. Wet tapes can take ten days or more to dry thoroughly. Tapes that have been exposed to dirty water should be gently vacuumed to remove any loose particles. Note any areas of dirt accumulation.
>
> ***Transferring the information on the damaged tape to a new tape is the final step.*** Place the damaged tape in the VCR or tape deck, fast-forward to the end, and rewind to the beginning to ensure proper tape tension and release any tape areas that may have stuck together. Record the information from the damaged tape to the new one, skipping any sections, especially at the beginning, that may hold accumulated dirt. Manually forward the tape past any dirty sections by at least one foot to minimize the amount of dirt coming in contact with the recording heads.

MOLD PREVENTION AND ADDRESSING STRUCTURAL DAMAGE

Mold Prevention

1. **Remove painting from the wall.** If the wall is wet to the touch, place de-humidifiers in room to remove excess moisture. Place fans in the room to keep air circulating. If there is no electricity, open windows to create some air flow.
2. **Remove backing board from painting if there is one present.** Two people are needed to remove the backing board, (1 to unscrew and 1 to hold). Hold the painting face up; it is best not to turn it over if there is active flaking. Lift the painting as high as needed, but do not turn it over if there is flaking.
3. If the canvas reverse is wet to the touch, absorb as much moisture as possible from canvas reverse by gently blotting any clean, dry, absorbent paper or material (e.g., paper towels, blotting paper, newspaper as a last resort) against canvas reverse. Lift painting as much as needed, but do not put face down. Allow absorbent material to rest against canvas reverse for several minutes. Repeat as often as necessary until moisture stops being absorbed from canvas.
4. Ideally, and if space permits, dry paintings face up, placing blocks under stretchers to allow air to circulate behind the canvas. 2" thick pieces of Ethafoam are especially useful, but 2 x 4's will work.) Paintings can also be leaned against a table or chair to allow free air-flow around the painting. This technique, however, places paintings in an insecure state and care must be taken in the placement of a vulnerable items (away from constant foot traffic). Avoid leaning in an earthquake setting when aftershocks can be anticipated. Use fans to keep air circulating; open windows if electricity is unavailable.

Stabilization of Structural Damage

1. If wooden stretcher is broken or split, lay painting flat, face up, and gently re-align canvas and stretcher pieces as possible. Contact a paintings conservator.
2. If canvas is torn or punctured, lay canvas flat face up. Gently place a flat support equal to the depth of the stretcher bars (e.g., a book) beneath the torn area of the canvas. Contact a paintings conservator.
3. If paint is peeling, blistering, or bubbling, lay the painting flat, face up. Contact a paintings conservator. Carry your painting face up if it is flaking. If stable, you may carry it vertically. If you must transport your painting for any significant distance, do so flat, face up, in a box or on a board, if available. A conservator can provide detailed advice on how to best transport your damaged work of art to a conservation studio.

Preservation Basics for Paper Based Records

Maintaining public records requires judicious management of resources. It compels records custodians to identify simple, practical, cost-effective approaches that can be incorporated into daily routines.

Many preservation activities do not require additional staff, sophisticated equipment, or significant expense. Though your repository may not have a formal "preservation program," many preservation actions are probably already a part of your everyday activities. In many cases, "preservation" is simply properly channeled common sense.

SALVAGE TECHNIQUES: AIR-DRYING

Set up work tables covered with blotting paper or layers of paper towels. Floor space may also be used if it is clean and dry.

Position fans to keep air circulating constantly throughout the area, but do not aim them directly at books if the force of air is strong enough to do further damage. Keep temperature and humidity as low as possible.

Damp books should be set upright and fanned open.

Wet books should be interleaved. Place a clean paper towel or sheet of unprinted newsprint between the pages at twenty page intervals. Set interleaved books upright and fan them open. Check the interleaving frequently and remove it as soon as it becomes wet, inserting new sheets at different twenty page intervals. Turn the books on their opposite ends (upright or upside down) each time the interleaving is changed. Also change the paper underneath when it becomes wet. When interleaving paper no longer becomes wet but merely damp, it no longer needs to be changed. Do not reuse interleaving paper, as it can transmit
mold.

Use bookends, blocks, or other drying books to support books in the upright position. Do not allow them to sag or warp, as these distortions will become permanent.

Small items such as pamphlets and unbound magazines may be hung to dry on nylon monofilament fishing line (1/32" diameter).

Be prepared for drying to take anywhere from a few hours to several weeks to be completed, depending on the wetness of the books and the atmospheric conditions.

SALVAGE TECHNIQUES: FREEZING

Freezing is essential in order to salvage:

1. Extremely wet books, unless they are few enough in number to receive prompt and intensive treatment
2. Books in which mold growth is already evident
3. Books with coated paper, whose pages will fuse together permanently if they are allowed to dry unattended

Books will permanently retain the shape in which they enter the freezer; therefore, gentle shaping before packing is beneficial if time permits. Books with severe problems (swollen open, torn covers or pages, books stuck together) should be packed and frozen as is.

Each book should be wrapped in freezer paper to prevent it from sticking to its neighbors.

Plastic milk crates are best for packing materials to be frozen. They are sturdy, waterproof, and stackable. If plastic crates are unavailable, cardboard boxes lined with plastic bags may be used.

Pack books in a single layer with spines down. If the number of boxes is insufficient for this method, books may also be packed flat in multiple layers as long as large books are never placed on top of smaller ones. NEVER pack books in the upright shelf position or with the edge down. Any distortions created by books crushing each other will become permanent.

SUPPLIES AND SERVICES

Supplies

In order to respond as quickly as possible to a disaster, the University will establish a disaster supply areas. Disaster supply areas will contain the materials most useful in the initial response to a disaster and for beginning a salvage operation. Other supplies and equipment are available in Facilities or elsewhere on campus as part of routine operations; they are listed below with their locations. It is also likely in an emergency that the University would make some outside purchases from local merchants. All disaster supply areas will be inventoried each calendar year by the Custodian of Records.

Disaster supply areas will contain the following materials:

Item	**Quantity**
Box cutter	1
Bucket(s)	Various
Clipboards	2
Clothes pins	100
Cordless phone	1
Disinfectant cleaner	Various
Disposable gloves	1 case
Extension cords/power strips	Various
Face masks	1 box
Fan(s)	1
Flashlights	2
Monofilament line for hanging wet materials	
Mop(s)	Various
Paper towels	Various
Plastic trash bags	Various
Polyethylene sheeting and tape (Tarps)	1
Radio	1
Scissors	1
Sponges	4
Trash cans	Various
Vacuum	1
Waterproof markers	1 box

Keys to the disaster supply areas are kept in the Office of Institutional Research and Planning and the Office of Public Safety.

Additional supplies and equipment:

Item (arranged by item needed)	Location	Phone
Bookends	Bookstore	6523
Box cutters	Bookstore	6523
Boxes (plastic milk crates)	Purchase as needed or request from other departments	
Bucket(s)	Facilities-Custodians	6476
Camera (automatic) or digital and film	Purchase as needed or request from other departments	6600
Clipboards	Bookstore	6523
Clothes pins	Purchase as needed	
Cordless phone	Request from other departments	
Disinfectant cleaner	Facilities-Custodians	6476
Disposable gloves	Facilities-Custodians	6476
Distilled water	Purchase when needed	
Extension cords/power strips	Purchase as needed or request from other departments	
Face masks	Purchase as needed	
Fan(s)	Request from other departments	
First-aid kit	Public Safety and Health Services	6600 or 6452
Flashlights	Public Safety	6600
Hard hats	Facilities	6576
Hoses	Facilities	6576
Monofilament line for hanging wet materials	Purchase as needed	
Mop(s)	Facilities-Custodians	6476
Paper towels	Facilities-Custodians	6476
Plastic trash bags	Facilities-Custodians	6476
Polyethylene sheeting and tape	Purchase as needed	
Radio	Request from other departments	
Scissors	Purchase as needed or request from other departments	
Sponges	Purchase as needed	
Trash cans	Facilities-Custodians	6476
Vacuum	Facilities-Custodians	6476
Waterproof markers	Purchase as needed	

Services

CLEANING/VACUUMING				
Name of Organization	**Contact**	**Address**	**Contact Numbers**	**Comments**
Solex Environmental Systems	Don Hartsell	P.O. Box 460242 Houston, TX 77056	Phone: (800) 848-0484 Alt: (713) 963-8600 Fax: (713) 461-5877	Variety of disaster recovery services including vacuum freeze drying and recovery of computer media.
American Freeze-Dry Inc	John Magill	411 White Horse Pike Audubon, NJ 08106	Phone: (609) 546-0777	Vacuum freeze-drying of books and paper; cleaning of materials; odor removal.
National Library Relocations	Scott W. Miller	78 Bridge Road Central Islip, NY 11722	Phone: (516) 543-2821	Temporary personnel; moving of collections; equipment rental--book trucks, vacuums, dollies, bins, ramps, cartons; vacuuming services--tank and back-pack vacuums; inventory of materials. Specializes in moving library collections, and could be of help with the cleaning, packing, inventorying, and shifting of materials necessary after a large-scale disaster. Does not claim expertise in handling water-damaged material.

COLD STORAGE				
Affiliated Warehouse Company, Inc	Patrick McBride	54 Village Court PO Box 295 Hazlet, NJ 07730	Phone: (732) 739-2323 Fax: (732) 739-4154 www.awco.com	Regional lists of warehouse for refrigerated storage and freezer space.
Document Reprocessors of New York	Quintin Schwartz or Eric Lundquist	5611 Water Street Middlesex, NY 14507	Phone: (800) 437-9464 Alt: (716) 554-4500 Fax: (716) 554-4114	Vacuum freeze-drying; salvage of computers; mobile freezing unit.
Halls Warehouse		49 Distribution Edison, NJ 08817	Phone: (908) 248-1277	Freezer storage; cold storage warehouse; refrigerator trucks. Warehouse has 50,000 square feet of storage space at –10 degrees Fahrenheit. Blast freezing is not available, but freezer trucks for shipping are. Long-term storage accepted.
Port Newark Refrigerated Warehouses	Martin Berry	Tyler and Mohawk Newark, NJ 07100	Phone: (201) 589-4545 Alt: (201) 690-5105	Freezer storage; warehouse has 3 million cubic feet of storage space at 0, -5, and -10 degrees Fahrenheit. Blast freezing is not available, but can arrange for trucks for shipping. Will accept long-term storage.

Services

DRYING SERVICES				
Name of Organization	**Contact**	**Address**	**Contact Numbers**	**Comments**
American Freeze-Dry Inc	John Magill	411 White Horse Pike Audubon, NJ 08106	Phone: (609) 546-0777	Vacuum freeze-drying of books and paper; cleaning of materials; odor removal.
BMS Castastrophe		303 Arthur Street Fort Worth, TX 76107	Phone: (800) 433-2940 Alt: (817) 332-2770 Fax: (817) 332-6728 www.bmscat.com	Disaster recovery; odor removal; vacuum freeze-drying; fumigation.
Document Reprocessors of New York	Quintin Schwartz or Eric Lundquist	5611 Water Street Middlesex, NY 14507	Phone: (800) 437-9464 Alt: (716) 554-4500 Fax: (716) 554-4114	Vacuum freeze-drying; salvage of computers; mobile freezing unit.
McDonnell Douglas	Fred Brodbeck or Jim Williford	PO Box 516 St. Louis, MO 63166	Phone: (314) 234-0763 (Brodbeck) (314) 233-4697 (Williford)	Vacuum freeze-drying.
Munters Moisture Control Service	Stuart Goldberg	85 Fulton Street Unit 9D Boonton, NJ 07005	Phone: (800) 959-7442	Dehumidification; air-drying of books and manuscripts; water damage recovery.

MOVING SERVICES				
Moishe's Moving System, Inc.	Gene Lemay	215 Coles Street Jersey City, NJ 07302	Phone: (201) 659-2569	Moving and storage. Boxes.
National Library Relocations	Scott W. Miller	78 Bridge Road Central Islip, NY 11722	Phone: (516) 543-2821	Temporary personnel; moving of collections; equipment rental--book trucks, vacuums, dollies, bins, ramps, cartons; vacuuming services--tank and back-pack vacuums; inventory of materials. Specializes in moving library collections, and could be of help with the cleaning, packing, inventorying, and shifting of materials necessary after a large-scale disaster. Does not claim expertise in handling water-damaged material.

Services

PEST CONTROL				
Name of Organization	**Contact**	**Address**	**Contact Numbers**	**Comments**
BMS Castastrophe		303 Arthur Street Fort Worth, TX 76107	Phone: (800) 433-2940 Alt: (817) 332-2770 Fax: (817) 332-6728 www.bmscat.com	Disaster recovery; odor removal; vacuum freeze-drying; fumigation.
Tom Parker Pest Control Services		14 E. Stratford Avenue Lansdowne, PA 19050	Phone: (610) 284-6249	Pest control; mold recovery.

Referrals				
Georgia Department of Archives and History	Amelia Winstead	330 Capital Ave SE Atlanta, GA 30334	Phone: (404) 657-3849 Fax: (404) 656-2949 www.sos.ga.us	
University System of Georgia Board of Regents	Vernon Davis	Atlanta, GA	Phone: (404) 656-2259 Fax: (404) 657-1296 www.usg.edu	
Georgia Emergency Management Association		Atlanta, GA		
American Institute for Conservation		1717 K. Street NW Suite 200 Washington, D.C. 20006	Phone: (202) 452-9545 Fax: (202) 452-9328 aic.stanford.edu	Referral source to conservators in different regions with expertise in disaster reponse and recovery by subject area of Washington D.C. specialization.

Services

SALVAGE: Books, Manuscripts, Records, and Paper-based Artwork				
Name of Organization	**Contact**	**Address**	**Contact Numbers**	**Comments**
Northeast Document Conservation Center	Karen Motylewski	100 Brickstone Andover, MA 01810	Phone: (617) 470-1010	Regional Conservation Center. 24-hour telephone hotline dispensing disaster recovery advice; conservation treatment of paper-based manuscripts, records, and artworks and water-damaged photographic prints and negatives.
Conservation Center for Art and Historic Artifacts	Robert Strauss	264 S. 23rd Street Philadelphia, PA 19103	Phone: (215) 545-0613	Regional Conservation Center. Telephone advice about disaster recovery; conservation treatment of paper-based manuscripts, records, and artworks and water-damaged photographic prints and negatives.

SALVAGE: Electronic and Magnetic Media				
Document Reprocessors of New York	Quintin Schwartz or Eric Lundquist	5611 Water Street Middlesex, NY 14507	Phone: (800) 437-9464 Alt: (716) 554-4500 Fax: (716) 554-4114	Vacuum freeze-drying; salvage of computers; mobile freezing unit.
Randomex, Inc. Data Recovery Division		100 East Willow Street Signal, CA 90806	Phone: (714) 547-4383	Disaster recovery of computer media.
Restoration Technologies, Inc.		88-05 Ford Road Denville, NJ 07834	Phone: (800) 421-9290 Fax: (201)635-2345	Disaster recovery of electronic equipment.
SPEC BROS.		PO Box 5 Ridgefield Park, NJ 07660	Phone: (201) 440-6589 Alt: (800) 852-7732 Fax: (201)440-6588 www.specsbros.com	Audio and Video Tepe Restoration (age, flood, and fire)
VIDIPAX		450 West 31st Street Fourth Floor New York, NY 10001	Phone: (800) 653-8438 Alt: (212) 563-1999 Fax: (212) 563-1994 www.vidipax.com	

Services

SALVAGE: Film and Photographic Material				
Name of Organization	**Contact**	**Address**	**Contact Numbers**	**Comments**
Solex Environmental Systems	Don Hartsell	PO Box 460242 Houston, TX 77056	Phone: (800) 848-0484 Alt: (713) 963-8600 Fax: (713) 461-5877	Variety of disaster recovery services including vacuum freeze drying and recovery of computer media.
Conservation Center for Art and Historic Artifacts	Robert Strauss	264 S. 23rd Street Philadelphia, PA 19103	Phone: (215) 545-0613	Regional Conservation Center. Telephone advice about disaster recovery; conservation treatment of paper-based manuscripts, records, and artworks and water-damaged photographic prints and negatives.
Eastman Kodak Company			Phone: (800) 242-2424	Salvage and restoration of photographs.
Guffanti Film Labs, Inc.	Paul Guffanti	630 9th Avenue New York, NY 10036	Phone: (212) 265-5530	Film processing; salvage of 16mm and 35mm film damaged by water; rewashing and drying of roll films and negatives. Does not work with photographs.
Northeast Document Conservation Center	Karen Motylewski	100 Brickstone Andover, MA 01810	Phone: (617) 470-1010	Regional Conservation Center. 24-hour telephone hotline dispensing disaster recovery advice; conservation treatment of paper-based manuscripts, records, and artworks and water-damaged photographic prints and negatives.
Preservation Resources (formerly MAPS)	Meg Bellenger	9 S. Commerce Way Bethlehem, PA 18017-8916	Phone: (800) 773-7222	Washing and duplication of microfilm.
Excalibar Data Recovery Division		101 Billerica Ave Building 5 North Bellerica, MA 01862-1256	Phone: (800) 466-0893 Alt: (978) 663-1700 Fax: (978) 670-5901 excalibardatarecovery.com	Recovery of 16 and 35mm motion picture film
Film Technology	Alna Stark	726 North Cole Avenue Hollywood, CA 90038	Phone: (323) 464-3456 Fax: (323) 464-7939 www.filmtech.com	Resoration of 16 and 35mm motion picture film

Prepared by Institutional Research and Planning

Dr. Andrew Luna
Tara Pearson

January 2002

CHECK LISTS

- ❑ Recognize an emergency
- ❑ Contact the proper authority

Activate the plan

- ❑ Gather the response team
- ❑ Brief the response team
- ❑ Notify other personnel
- ❑ Activate emergency command center
- ❑ Maintain communications

Initiate recovery activities

- ❑ Assemble a damage assessment team
- ❑ Gather initial damage estimates
- ❑ Compile information into a report
- ❑ Train the damage assessment team
- ❑ Initiate security activities
- ❑ Activate contingency arrangements

Records and Information Recovery

- ❑ Assess damage to records and information and document the nature and extent of damage.
- ❑ Stabilize the situation
  - ❑ Prepare and pack records for recovery
  - ❑ Transport records to recovery site
- ❑ Begin appropriate records salvage procedures
- ❑ Begin restoration procedures

Resumption of Operations

- ❑ Clean and repair or replace the damaged facility
- ❑ Clean and repair or replace damaged furniture and equipment
- ❑ Restart nonessential equipment, processes, and systems
- ❑ Resort, organize, and index salvaged records and information
- ❑ Shelve or file salvaged records and information
- ❑ Evaluate disaster response and recovery activities and make appropriate changes to the plan
- ❑ Monitor affected areas for any continuing problems

INITIAL DAMAGE ASSESSMENT REPORT

Facility Damaged: _____

Location: _____

(Attach map with clearly marked location and travel route to site, if needed.)

Describe Damage or Injuries: _____

_____

_____

_____

List Work Needed to Repair Damaged Site: _____

_____

_____

List Work That Has Been Completed: _____

(Attach activity report if any work has been completed)

_____

_____

_____

_____

Estimated Cost: _____

(Develop a detailed breakdown of personnel, equipment, and materials for complete assessment submission to survey team; does not need to be submitted with this form.)

Note.Comments: _____

_____

_____

Damage Report Completed By: _____ Date: ____ /____ / _____

Initial Damage Assessment Report Form REM2 Rev: January 4, 2001

RECORDS AND INFORMATION
DAMAGE ASSESSMENT REPORT

Facility: _____

Location: _____

Name of Person in Charge at Site: _____ **Phone/Pager #** _____

Directions to Site: _____

_____

Where and to whom to report: _____

Identification needed ☐ ***Yes*** ☐ ***No***

Type of Damage:

☐ Fire ☐ Smoke ☐ Water ☐ Chemical ☐ Insect ☐ Other _____

Localized ☐ Yes ☐ No Entire facility: ☐ Yes ☐ No

Extent of Damage ☐ Heavy ☐ Moderate ☐ Light

Description of Damage: _____

_____

Records and information damaged: _____

File housing damage ☐ Yes ☐ No Describe: _____

Container damage ☐ Yes ☐ No Describe: _____

Enclosure damage ☐ Yes ☐ No Describe: _____

Records Classification ☐ Vital records ☐ Important/Permanent Records ☐ Other _____

Media _____

Stabilization techniques necessary _____

_____

Damage Category:

☐ Unharmed ☐ Damaged-requires recovery ☐ Destroyed/unsalvageable

Recovery Recommendations:

☐ Recovery service ☐ Internal

☐ Recovery service pack and transport ☐ Internal pack and transport

Number of internal personnel required _____

Supplies needed (see back of page)

Damage Report Completed By: _____ Date: ___ / ___ / _____