

# **Disaster Plan for the University of Worcester Research Collections**

**DRAFT**

**December 2009**

Section A: Preventative Measures  
Section B: Disaster Anticipation  
Section C: Immediate Reaction to Disaster  
Section D: Disaster Recovery

## **Section A: Preventative Measures**

### **A.1 Advice, expertise and services**

#### ***Recommendation:***

A risk assessment should be carried out regularly by key University personnel.

**Action: The following members of staff will risk assess the Research Collections area annually:**

- ***Research Librarian (Rachel Johnson)***
- ***Facilities***
- ***University Health and Safety Officer, Human Resources (Colin Fry)***

### **A.2 Buildings, content and facilities**

A Defect Book should be established in which any minor maintenance problems are recorded.

**Action: The Research Librarian will set up a Defect Book, in which will be recorded:**

- **The date, and person reporting the problem**
- **Brief description of the problem**
- **Action taken in reporting the problem to Estates Department and to whom the problem was reported**
- **Action taken by Estates Department**

**The Research and Partnerships Manager (Ann Craig) will inspect and sign the Defect Book annually.**

***Recommendation:***

A check should be made regularly on building maintenance records to identify recurrent faults.

**Action: The Research Librarian, (Rachel Johnson), will check the Defect Book for the University of Worcester Research Collections and report any recurrent faults to the Research and Partnerships Manager (Ann Craig).**

***Recommendation:***

All Research Collection staff to be made aware of who is responsible for buildings, contents and facilities. (Andy Lewis)

**Action: Training will be given by the *Research Librarian* to cover: The Research Collections area: fabric, services and material.**

Fabric – location – any particular risk areas –fill in detail for these points

Services – Access

Material – key collections

***Fire precautions***

**NB:**

The local Fire Service carry out an annual safety inspections on the University Campus arranged by Facilities and fire alarms are inspected at regular intervals. These inspections include the Research Collections area.

**Recommendations:**

**Key material should be grouped together so that it can be removed quickly in the event of a disaster. Local Fir Service should be provided with information regarding key material.**

**Action: key material, identified by the Research Librarian, will be grouped together to facilitate easy removal in the event of a disaster. The whole contents of the Research Collections are marked by the University Health and Safety Officer on the emergency plan held by the Fire Service.**

**Recommendation:**

Fire doors should be kept closed at all times.

**Action: any staff working in the Research Collections Area should ensure that fire doors are not propped open, but are securely closed, especially when the Area is vacated.**

*Precautions with respect to water*

**Recommendation:**

The main waters sources are regularly inspected by Facilities.

**Action: Research Team Staff should be vigilant with respect to any radiator leakages.**

**Recommendation:**

A good working practice should be established with outside contractors working in the Research Collections Area

**Action: if outside contractors are working in the Research Collections area, the following steps should be taken to ensure safe working:**

- **The identity of the contractors will be checked**
- **Contractors will not have unlimited access to the RC Area, but will negotiate access through the Research Librarian.**
- **Any “hot work” (welding, etc) will be invigilated**
- **Material will be protected by plastic sheeting or equivalent**
- **Cleaning activities will only take place with the permission of the Research Librarian**

**Recommendation:**

Good housekeeping practices should be established.

**Actions:**

**Staff working in the Research Collections will be vigilant with respect to the following areas:**

- **Any waste paper or other refuse will be removed**
- **Desks will be as tidy and clear as possible**
- **Users must not bring food or drink into the Research Collections area**

**Recommendation:**

Adequate ventilation should be ensured.

*There is little that can be done about this other than open windows, which affects the constancy of temperature and security.*

**Relative humidity**

**Recommendations (as set out by the National Preservation Office):**

Temperature (Degrees C):

Books: 18 - 22  
Paper: 13-18  
Magnetic media: 4-16  
Sound recordings: 10-21  
Microfilm and photographic materials: Below 20

Relative humidity (%):

Books RH 50 - 55  
Paper: 55-65  
Magnetic media: 40-55  
Sound recordings: 40-60  
Microfilm and photographic materials: 30-40

**Action: A record will be taken daily of the relative humidity levels and temperature in the Area.**

**Recommendation:**

Testo equipment to be purchased and installed in BB 027, BB 031 and BB 033 by Aug 2010.

**A.3 Collections of material**

**Recommendation:** Fire hazards, water incursion and environmental risks should be assessed.

**Action: Research Collections material will be assessed for its environmental impact and any unstable material (e.g. cine film, audio or video tape) identified, recorded and isolated.**

**Actions:**

- **The most valuable items will be removed from the bottom shelves**
- **Research Team staff will ensure that stock is removed from the floor.**

**Recommendation:**

Collections should be inspected regularly, so that items for conservation can be identified and prioritised.

**Action: the Research Librarian will undertake an inspection of the material every six months, identifying items for conservation and recording the location of any material in a particularly poor condition.**

**Recommendation:**

Measures should be taken to ensure the protection of material.

**Actions:**

- **material will be shelved as compactly as possible (a solid block of items burns less readily)**
- **all historical archive material will be boxed**

**Action:** *RJ has contacted Conservator re Westerman mss & scrapbooks and Ronchetti scrapbooks – conservation and boxes to be completed by August 2010*

**A4 Communication****Recommendation:**

The Research Team should be aware of health and safety and fire reporting procedures (see A2 Training).

**Actions:**

- **All staff working in the Research Collections Area will be made aware that Colin Fry is the relevant Health and Safety Officer**
- **Any incidents will be reported as soon as possible by telephoning Extension (85) 5176 in the first instance. A message should be left with Main Reception should Health and safety Officer not be available immediately.**

**A5 Information Security**

**ICT Service covers routine maintenance, storage, information security, anti-virus software and all other aspects of ICT.**

**The 'N' drive for staff and the 'O' drive (shared drive) is backed up regularly. See Ged for details**

## **A6 Finance**

### **Recommendation:**

Make available an emergency fund.

**Note:** This eventuality is currently (December 2009) covered on a 'need' basis.

## **A7 Health and safety**

### **Actions:**

- **We will establish procedures for the switching on and off of electrical equipment**
- **We will identify inflammable materials and store them separately from other stock in isolation from other material**
- **Portable heaters will only be used in emergency and in specific areas**

## **A8 Security**

### **Recommendation:**

All alarm systems should be tested regularly.

**Action: the fire alarm for Bredon is tested on a Friday**

### **Recommendation:**

A reporting and assessment programme should be established with respect to security.

### **Actions:**

- **The Research and Partnerships Manager will report to the Deputy Director of Library Services with regard to security**
- **Building Security Risk Assessments will be made annually, paying particular attention to doors, door frames and window frames**
- **The Research Team will carry out collections and contents risk assessment, identifying which items are most likely to be targeted by thieves or vandals**
- **The Research Team will establish locking-up procedures for the Area and ensure that the last staff to leave the area, and Security Staff, are fully aware of those procedures**

**Recommendation:**

Vigilance with respect to security

**Actions:**

- **We will ensure that bomb threats are taken seriously, and staff are aware of procedures for dealing with suspicious packages**
- **Staff will be trained so that they are aware of the need for vigilance at all times regarding the building, collections and contents.**

**A9 Training****Recommendation:**

Disaster prevention should play an integral part of any training programme for staff and volunteers.

**Actions:**

- **Staff should know the procedure in the event of any maintenance problems. (Currently via the Customer Services Portal available via the UW Staff Homepage)**
- **The Research and Partnerships Manager will be responsible for raising consciousness of health and safety issues among Research Collections staff**
- **Manuals for key procedures to be located in the BB027 (locking up; suspicious packages; key contact numbers;**

## **Section B: Disaster Anticipation**

### **B1 Advice, expertise and services**

#### **Recommendation:**

Key personnel with respect to disaster recovery should be identified and a list kept in the procedures manual.

#### **Actions:**

- **A list will be made of all those with expertise in responding to problems with the fabric, collection of material or any other element of the Research Collections which might be subject to disaster.**
- **Professional sources of advice will be recorded; for example: Harwell Drying, Forster EcoSpace**

*Need to investigate the above e.g. has Facilities a list of such people?  
Also use Glos list.*

#### **Recommendation:**

Various services and experts might be approached for their advice.

**Actions: the following will be identified and recorded, either for immediate consultation or as a contact should a disaster occur:**

- **Archival storage and equipment suppliers**
- **Audiovisual material salvage and restoration services**
- **Binders**
- **Builders [through Facilities]**
- **Carpenters [through the Estates Department]**
- **Computer software and hardware suppliers [through IT Services]**
- **Computer data storage consultants [through IT Services]**
- **Conservators**
- **Decorators [through Facilities]**
- **Freeze storage facilities [Harwell Drying Restoration Services]**
- **Disaster Recovery Service Providers [Harwell Drying]**
- **Electricians [through Facilities]**
- **Electricity suppliers [through Facilities]**
- **Potential providers of space into which to move equipment or collections in an emergency [preferably another location on campus]**
- **Environmental specialists [through Facilities]**
- **Glaziers [through Facilities]**
- **Industrial cleaners [through Facilities]**
- **Insurers [through Facilities]**
- **Locksmiths [through Facilities]**
- **Paper salvage and restoration services**

- Photographic materials restoration services
- Plasterers [through Facilities]
- Plastic crate suppliers [through ILS Central Support Unit]
- Shelving suppliers [through ILS Central Support Unit]
- Removal companies [local]

## **B2 Buildings, contents and facilities**

### **Recommendation:**

The correct types of fire extinguisher should be kept at appropriate locations in the Research Collections Area.

**Action: a fire extinguisher to be placed ..... ? see CF re this**

**Facilities is in possession of a floor plan which describes the location of all electrical, water and network points. This plan also shows evacuation routes and emergency exits.**

**The contact in Facilities (name) will deal with this side of proceedings in the event of a disaster.**

## **B3 Collections**

### **Recommendation:**

The collections should be prioritised for salvage purposes.

### **Actions:**

**The Research Librarian will create an inventory which ranks the material by “scoring” each category in relation to the following criteria:**

- Replacement cost
- The impact of loss on the UW Research Collections core activity
- Monetary value
- Vulnerability
- Whether or not items are unique or replaceable

**Facilities will document these categories on the floor plan.**

### **Recommendation:**

A record will be kept of storage requirements in case of the need to move the collection into temporary storage following a disaster.

**Actions:**

**The Research and Partnerships Manager will compile a list of requirements in terms of:**

- **Shelving strengths**
- **Shelving capacity**

**Recommendation:**

Measures should be taken to protect material by recording it effectively.

**Actions:**

- **A photographic record will be taken of any significant individual items in the collection**
- **Instructions on handling and salvaging different types of material will be prepared in conjunction with conservation experts**

**B4 Communication**

**Recommendation:**

Instructions should be prepared as to contacts in the event of a disaster.

**Actions:**

**Instructions for raising the alarm and lists of personnel to be contacted in the event of a disaster will be placed near telephones. The instructions will include the following:**

- **The contact details of the Disaster Reaction Manager (Facilities/Research Librarian?)**
- **Whether or not those listed have their own transport**
- **Contact lists for Disaster Recovery Specialists**
- **Staff working outside normal working hours (e.g cleaners)**
- **Names, telephone numbers and addresses of key-holders will be given to Facilities and listed in the Peirson Library**
- **Contact lists will be kept up to date**
- **Staff in adjacent offices should be informed of any disaster**

## **B5 Computers**

### **Recommendation:**

A named contact in IT to be included in the Procedures Manual who is responsible for Documentation compiled in preparation of the failure of computer systems.

The above named contact to be responsible for enabling computer systems to be restored in the absence of the computer manager. Instructions to be kept in a disaster box with consumables and a selection of cables and leads. This documentation will be simple and easy to understand.

Documentation will include:

- System operating instructions and procedures
- Anti-virus procedures
- Passwords and access levels
- Network configurations
- Setup parameters
- Inventories of operating manuals, hardware and software
- Names, addresses and telephone numbers of suppliers
- Copies of insurance policies, warranties and service agreements

## **B6 Emergency equipment and supplies**

### **Recommendation:**

*Emergency Disaster Reaction Packs* should be created.

### **Actions:**

- **Emergency equipment will be kept in “wheelie bins” for immediate use, light enough and small enough for two people to move easily around the area**
- **The stock of such supplies will be checked quarterly to ensure that nothing is missing or past its “sell-by date”**
- **Back-up stocks of emergency equipment will be held in a locked cupboard, so as to be safe but easily accessible**
- **The Research Librarian will be responsible for these Disaster Reaction Packs**
- **Staff will be made aware of these Packs and who is responsible for them**
- **See Appendix 1 for a list of contents for Packs and back-up stocks**

## **B7 Finance**

### **Recommendation:**

In the event of a disaster, funding requirements to offset damage will be identified and recommendations will be made.

## **B8 Handling and salvaging damaged materials**

### **Recommendation:**

Care should be taken in the care of damaged materials

### **Actions:**

- **Instructions on handling and salvaging damaged materials will be created by the Research Librarian and kept in the Procedures Manual**
- **The Disaster Response Team led by Facilities (names) and The Research Librarian will be instructed in damaged materials handling**
- **Regular training will be given on handling damaged materials**
- **Regular contact will be made with conservation specialists**

## **B.10 Human resources**

### **Recommendation:**

A hierarchy of staff should be established who have specific responsibilities in the event of a disaster.

### **Action: the following designation of responsibility will be enacted:**

- **A senior manager will be appointed Disaster Manager (Ann Craig), keeping a strategic overview and providing a point at which staff can report incidents at management level**
- **The Research Librarian (Rachel Johnson) will act as Disaster Reaction Manager. She will coordinate immediate disaster reaction and recovery and will manage Disaster Response Teams**
- **Disaster Response Teams will be selected and trained; they will be responsible for protecting undamaged stock, setting up temporary storage and drying areas, sorting damaged items according to type of material, damage and proposed conservation treatment, cleaning, drying, packing and removing items for storage or treatment**

- **The Research and Partnerships Manager will be responsible for ensuring service continuity and access. She will plan for the short, medium and long term needs of the service.**

**This planning will include the consideration of the following:**

- **Advising staff and users of temporary services and facilities**
- **Arranging temporary accommodation and storage**
- **Dealing with offers of help**
- **Ensuring that staff counselling is available**
- **Establishing temporary service points**
- **Liaison with staff in other departments (e.g. Finance, Facilities and Communications).**

## **B.11 Insurance**

### **Recommendation:**

The Research Team should be aware of the insurance policy relevant to the facility.

**Action: Facilities (Tom Taylor) to ensure that the Research Collections be at least insured against**

- **Fire**
- **Flood**
- **Malicious damage**
- **Riot**
- **Terrorism**
- **Explosion and**
- **Damage caused by aircraft**

**Other elements that will be covered:**

- **Buildings (repair and rebuilding)**
- **Collections (conservation)**
- **Contents (including office equipment)**
- **Consequential losses (i.e. increased costs and additional expenses incurred as a direct result of a disaster, e.g. salvage operations and loss of revenue)**
- **Fixtures and fittings**
- **Legal liability to employees and public**
- **Personal injury to employees and public**
- **Rental of alternative accommodation**

### **Recommendation:**

The insurance policy should include the following:

- **maximum indemnity period (length of time following a disaster for which consequential losses are payable),**

- exclusions (any specific incidents which may be excluded)
- time franchises (any delays in the time following a disaster before the terms of the policy come into force)
- material damage proviso (states that insurance premiums are paid up to the time of the disaster and sets any “excess” or “deductible”, that is, the minimum level of loss below which no insurance is payable, or, alternatively, the amount which will be deducted from the payment of a larger claim)
- Sum insured (maximum amount payable).

**Note: Staff may be asked to work in unfamiliar and potentially hazardous conditions following a disaster.**

**Action: The Research Librarian to ensure that any staff working in the affected area wear disposable gloves, suits and masks as appropriate. These will be purchased as required, rather than stored in anticipation (as supply of such items considered straightforward).**

**Recommendation:**

Any insurance policy should take into account the nature of the material housed in the Research Collections.

**Actions:**

- **Insurers will be consulted to ascertain if separate or additional cover is required for specific items over a certain value. Any irreplaceable items which cannot be properly valued (e.g. historical archives or unique historical documents) will be covered for estimated conservation costs.**

*Maira to be consulted for estimated conservation costs*

- **A copy of the Disaster Plan will be made available to the insurers. The insurers will be informed of any changes in circumstances (e.g. the installation of a new fire detection system)**
- **Up-to-date copies of catalogues and inventories of office furniture and equipment will be maintained in the Peirson Library.**
- **A photographic record of the Research Collections and individual items within the collection will be maintained, also in the Peirson Library.**
- **The University insurance policy covers IT needs, including network software and hardware, cabling, data insurance and time spent restoring corrupt data.**

## **B.12 Public relations**

### **Recommendation:**

A good relationship with the local press, through the University Press Office, is useful in the event of a disaster.

**Action: any communication with the media will be made through the Director of Library and IT Services to the Marketing and Communications Liaison Department. All staff will be made aware of the need not to answer media enquiries themselves.**

**Action: A list will be prepared of important clients or user groups who are to be contacted immediately in the event of serious disruption to services**

## **B.13 Security**

### **Recommendation:**

Provision should be made for disasters occurring outside office hours.

**Action: security staff, [caretakers and cleaners] will be provided with instructions for contacting designated members of the Disaster Response Team should a disaster occur outside office hours**

## **B.14 Service continuity and access**

### **Recommendation:**

Contingency arrangements should be made for temporary accommodation and service which may be required following serious damage to the building.

### **Actions:**

- **Accommodation will be arranged in which to assemble the Disaster Response Team**
- **Accommodation will be set up from which to run core services with emergency teams**
- **Space will be arranged for medium and long-term use from which temporary services can be run should the Research Collections Area require extensive repairs or is lost**
- **Arrangements will be made for the supply of emergency supplies of essential stationery**

## **B.15 Training**

### **Recommendation:**

Staff should be prepared in all aspects of disaster anticipation.

**Actions:**

- **All Research Team Staff will be made aware of procedures for raising the alarm and evacuating the building**
- **Procedures concerning disaster anticipation will be included in induction courses**
- **All staff will be trained in the safe and effective use of fire extinguishers**
- **All staff will be instructed never to deal with a fire at the risk of their own or anyone else's personal safety**
- **All staff will be appraised of the contents of the disaster plan, and be aware of their own roles and responsibilities within it**
- **All staff will be made aware of who is responsible for building and equipment safety**
- **"practice runs" of the disaster plan at regular intervals will highlight any omissions or aspects of the plan which do not work as well as intended**

**B.16 The Disaster Plan**

**Recommendation:**

The Disaster Plan should be flexible, timely, evolving and consistent with other disaster planning in place for the parent organisation.

*Consult/compare Disaster Plan for Peirson Library*

**Actions:**

- **A training event, based on the Disaster Plan, will take place annually; staff will be encouraged to make suggestions for improvement. The plan will be reviewed in this way annually.**
- **A condensed version of the Plan will be available for use at the Disaster Reaction stage**
- **Should a disaster occur, we will assess how effective was the plan in terms of response**

## **Section C: Immediate reaction to the Disaster**

### **C1 Advice, expertise and services**

**Action: If necessary, we will contact internal and external sources of advice, expertise and services**

**e.g.**

- **Building Services**
- **Security**
- **Estates**

#### **Recommendation:**

If in any doubt regarding the conservation of any valuable damaged items, take expert conservation advice immediately.

### **C2 Buildings, contents and facilities**

#### **Recommendations:**

- Air-conditioning or ventilation systems may need to be shut down manually, if not done automatically, in the event of a fire.
- Services such as gas, electricity and water may need to be turned off.
- Emergency equipment such as dehumidifiers may be needed to return the building to acceptable levels of temperature and humidity.

### **C3 Collections**

**Action: Individual items and collections will be prioritised for salvage**

### **C4 Communication**

#### **Actions:**

- **As soon as the alarm has been raised, the Information Manager or designated Disaster Response Team member will be contacted**
- **The Information Manager or deputy, will assess the situation and decide on a suitable response**
- **The Information Manager will be the contact with emergency services**
- **All staff will be kept fully informed as to what has happened, what services are unavailable and what temporary arrangements have been made**

### **C5 Computers**

**Action: Staff working with computers will carry out the emergency back-up procedures**

Liaison may be necessary with service providers to implement contingency arrangements.

## **C6 Emergency equipment and supplies**

**Action: The Disaster Response Team will take emergency equipment and supplies from disaster trolleys and use them as necessary.**

## **C7 Finance**

**Actions:**

- **The Information Manager will make timely spending decisions on damaged material**
- **Cash will be made quickly available for ad hoc purchases such as stationery, the hiring of emergency equipment, transport and accommodation**

## **C.8 Handling and salvaging damaged materials**

**Recommendation:**

The Disaster Reaction Manager will need to assess priorities for salvaging damaged items and protecting or removing any items under immediate threat.

**Action:**

- **The Information Manager will organise Disaster Response Teams as necessary**

Note: The first 48 hours is crucial for the rescue of water-damaged paper materials to prevent mould growth.

**Recommendation:**

Temporary work areas should be set up where material is assessed.

**Actions:**

- **Temporary work areas will be set up**
- **The Information Manager will take expert conservation advice on handling damaged materials**
- **Damaged material will be sorted:**
- **Water-damaged books will need to be separated into:**
  - **Those that can be air-dried**
  - **Those that require freezing**
  - **Those that need freeze/vacuum drying**

Note: Fire-damaged paper should only be handled by experts, as it is particularly fragile.

- **Water-damaged microforms will be immersed in cold water for later conservation work**

Note: If in any doubt, take expert conservation advice.

- **Any items damaged beyond repair will be identified and prepared for discarding**

Note: If an item can be replaced easily at a cost less than or the same as estimated conservation costs it should be discarded.

#### **Recommendations:**

- If an insurance claim has been made, do not dispose of any damaged items until advised to do so by insurers.
- Care hints for materials:
  - Do not over-pack crates (which should be standard book crates as already used by Library Services, and only half-filled)
  - Do not pull apart books or papers which are stuck together
  - Do not unwind or separate microforms
  - Wrap books with vellum bindings (e.g. some of the College of Commerce registers) in crepe bandages to avoid distortion before wrapping in polythene
  - If the material is wet, it will be heavier than when dry

**Action: Damaged items will be removed from disaster areas for conservation treatment**

**Action: A record will be kept of all items sent for conservation treatment. The following will be recorded:**

- To which conservator they are sent to
- The date when they are sent
- The treatment required
- Their shelf positions

## **C.9 Health and safety**

### **Recommendation:**

Health and safety considerations regarding fire, water and electricity must be addressed.

### **Actions:**

- In the event of a fire, the fire officer in charge will decide when it is safe to enter the building
- The Information Manager will ensure that protective clothing is provided for staff working in dirty and/or dangerous conditions
- The situation regarding water and its proximity to electricity will be noted. Estates Department to advise.
- If any doubt surrounds water quality, protective clothing will be worn and expert advice taken
- Air quality will be tested at the earliest opportunity. Measurement of air quality will not be necessary. Even when environmental conditions are deemed safe to work in, the Information Manager will ensure that staff wear protective clothing
- When handling organic materials such as paper or leather, staff will wear masks as protection against fungal or bacterial organisms [Note: do not use latex gloves, as these can cause allergic reaction]
- Handling techniques will be strictly observed. Crates will not be over-packed with wet books. All staff to have manual handling refresher training every two years.

## **C.10 Human resources**

### **Actions:**

- **The Information Manager will organise and direct Disaster Response Teams as necessary**
- **The Information Manager will write a report on the actions taken in response to every disaster, stating when and why they were taken**

## **C.11 Insurance**

### **Recommendation:**

Insurers should be contacted as soon as it is obvious that a claim is likely to be made.

**Action: The Information Manager will contact the insurers, through the University, within three days of the disaster**

### **Recommendation:**

Whenever possible, one should discuss spending options with insurers before deciding on a particular course of action.

## **C.12 Public relations**

### **Recommendation:**

Information about the disaster should be disseminated as soon as possible

### **Actions:**

- **Users of the Records Centre will be given a short statement on what has occurred by email (a contact list will have already been created during preparedness stages (see above))**  
**To include:**
  - What services are not available
  - What temporary arrangements have been made
  - When affected services are likely to be restored

### **Recommendation:**

One should try to manage the media so that they are supportive as soon as possible

**Action: The Marketing and Education Liaison Department will issue a brief statement, advised appropriately.**

## **C.20 Security**

### **Actions:**

- **If in attendance, the emergency services will control access to the Records Centre**
- **Measures will be taken to prevent unauthorised access in order to ensure safety and stop theft. The following measures might be taken, dependent upon the circumstances:**
  - **The roping off of the affected area**
  - **The posting of security guards**
  - **The issuing of identification badges to staff and other authorised personnel**

## **C.21 Service continuity and access**

**Note:** One should be aware that most users, not realising the complexities of the situation, will expect normal services to be resumed very quickly. A team might be appointed to help analyse the needs of users during a temporary “service continuity” phase.

## **Section D: Recovery**

### **D.1 Advice, expertise and services**

#### **Recommendation:**

There is a need for long term liaison with conservators regarding materials which have been frozen for treatment at a later date.

**Action: The Information manager to make contact with conservators weekly in order to monitor the stages of treatment**

### **D.2 Buildings, content and facilities**

#### **Recommendation:**

Internal and/or external sources of advice will need to be contacted based on an initial assessment of the damage.

#### **Action:**

##### **Mould growth**

- **All Records Centre stock will be removed from affected areas**
- **Wet carpets will be dried or removed**
- **Temperature and humidity levels will be checked daily**
- **Expert advice will be taken on the washing of shelves, walls, floors and ceilings with fungicide**
- **The affected areas will be kept as well-ventilated as possible**
- **The Records Centre will be vacuum cleaned at least weekly**
- **A check will be made for mould growth**

### **D.3 Collections**

#### **Recommendation:**

The Information Manager should co-ordinate the rescue of damaged materials

#### **Actions:**

- **The Information Manager will act on the University's behalf in negotiations with salvage and restoration companies, conservators and binders**
- **As much drying and conservation work will be carried out on site**
- **Unsorted undamaged items will be moved to temporary storage areas as necessary**

- **Transportation and storage costs will be confirmed with the insurers**
- **Damaged material will be crated and sent to conservators or salvage companies as necessary**
- **Security risks will be assessed when transporting and temporarily storing stock**

#### **D.4 Communication**

##### **Actions:**

- **Staff will be informed as to the date and extent of restoration of services**
- **In the event of the loss of telephone land lines, we will ensure that at least one direct line with fax facilities will be restored within a working day**

#### **D.5 Computers**

**Action: The Information Manager will liaise with suppliers to replace lost software and hardware**

Note: replacement may take a considerable time; renting hardware might be considered as an option (through IT Services).

#### **D.6 Emergency equipment and supplies**

##### **Actions:**

- **The Information Manager will assess the situation and decide whether to contact emergency suppliers to hire equipment not available in-house**
- **Emergency equipment and supplies taken from stores and disaster trolleys used during the reaction stage will be replaced**
- **The effectiveness of any emergency equipment and supplies used will be assessed as part of post-disaster review procedures**

## **D.7 Finance**

### **Recommendations:**

- One should be aware that emergency equipment and transport charges may be at a premium, by the very nature of the disaster recovery business.
- Cash may need to be made quickly available for stationery, hiring emergency equipment, transport and accommodation.

## **D.8 Handling and salvaging damaged materials**

### **Actions:**

- **Environmental conditions such as temperature and relative humidity will be stabilised before returning items to the shelves**
- **Shelves will be made dry, clean and free from mould before material is replaced on them**
- **Items will be carefully checked on their return following conservation treatment**
- **We will ensure that conservation work has been carried out to agreed specifications**

## **D.9 Health and safety**

Note: The health and safety of people must remain the primary concern.

## **D.10 Human resources**

### **Recommendation:**

Care for staff and an analysis of their actions in emergency situations is of the highest importance (see also above)

### **Actions:**

- **Counselling will be made available to all staff immediately following a disaster and in the longer term if required**
- **The Information Manager will write a report on all actions taken during the recovery period, stating when and why they were undertaken. This report will act as an aide-memoire in respect of reviewing procedures and when making an insurance claim**

## **D.11 Insurance**

Note: Insurers will carefully assess any claims made and will require proof of losses and good reasons for money spent.

### **Actions:**

- **We will not dispose of any damaged or lost items until advised to do so by the insurers**
- **We will discuss spending options with insurers before going ahead with a particular decision**

Note: we must pay particular attention to insurance cover relating to the transport and temporary storage of stock and other items.

## **D.12 Public relations**

### **Recommendation:**

Information should be controlled but comprehensive

### **Actions:**

- **Monthly bulletins will be prepared for the media and the rest of the University**
- **The Marketing and Education Liaison Department will continue to exercise control**
- **Local and national media might be used to launch appeals for replacing lost archive items.**

## **D.13 Security**

**Action: we will continue to take any measures necessary to prevent unauthorised access to the Records Centre**

## **D.14 Service continuity and access**

### **Recommendations:**

Short, medium and long-term contingency arrangements for service continuity and access may be necessary, For example, procedures may be established for the redirection and receipt of mail and other deliveries.

Contingency arrangements may be needed to:

- Provide temporary services
- Maintain computer and telecoms services

Provide temporary accommodation for staff and equipment  
Provide temporary accommodation for stock and/or contents

**Actions:**

- **A timetable will be set against which targets for restoring services can be measured**
- **A check will be made as to how a disaster will affect any of the Records Centre's business plans**

**D.15 Training**

**Action: a thorough review of the disaster response will be carried out and anything learned incorporated in subsequent training course**

**D.16 Written disaster control plan**

**Actions:**

- **A full report of any disaster response will be written. The Disaster Manager (Director of Library Services) will see all reports; this will enable her to identify any common or underlying problems and causes for concern. We will amend and/or add to the plan as necessary**
- **A thorough review of the disaster plan itself will be carried out following any disaster response**
- **The Information Manager will include all those involved in the disaster response in review procedures**

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