Emergency Procedures
May 2019

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Introduction

The Z. Smith Reynolds Library Emergency Procedures have two primary goals: to reduce the likelihood that the library will experience a disaster and to mitigate the impact of disasters that do occur.

The best disaster is one for which we are so well prepared that it never happens. Potential for disaster can be reduced by identifying and correcting hazardous conditions and by encouraging staff alertness in detecting and reporting problems.
Disasters can happen at any moment and may come in many forms. The purpose of this plan is to provide useful guidelines for identifying individuals, services, and materials required in the event of a disaster. Because fast action is often needed and because it is difficult to think clearly under emergency conditions, this plan outlines how to respond.

A print copy of this document is distributed to the ZSR Dean's Office and to each director. The online version is available at http://zsr.wfu.edu/files/ZSR-Library-Emergency-Procedures.pdf.

A Mobile Disaster Kit, complete with a copy of the Emergency Procedures, supplies, map of Winston-Salem, etc. is located in a box in the ZSR mailroom. This kit can be used for quick response to offsite disasters.

The Emergency Procedures will be reviewed annually for major changes in procedures. Informational changes, such as names and phone numbers, will be updated as they occur, and will be corrected in all versions of the plan.

Who to Call

In emergencies, minutes may make a big difference in response. If you have any doubt about what emergency service to call, just call 911. From a campus phone, this will reach campus police; from a mobile phone, this will reach Forsyth County Emergency Management. If time permits, follow up any call to the county with a call to campus police at 336-758-5911.

University Police  
911 from a campus phone  
(336) 758-5911 from an off campus or cell phone

Circulation Desk  
x4931 from a campus phone  
(336) 758-4931 from an off campus or cell phone

Administrative Office  
x5480 from a campus phone  
(336) 758-5480 from an off campus or cell phone

Safety and Security Chair: Director of Access Services  
x6140 from a campus phone  
(336) 758-6140 from an off campus or cell phone

Facilities Management
Home / Cell numbers of important contacts - University Police and Facilities have a list of home/cell numbers for first contacts about building emergencies. Ask that they reach out to the Dean and/or Assistant/Associate Deans with updates.

Fire

What To Do Right Away

Treat every fire alarm as if it were the real thing.

Make sure that patrons and staff are not in danger. Circulate among the patrons to notify them that they must exit the building, but don’t wait for them to do so. The library staff should not endanger themselves or others to save library materials. Safety comes first.

Fire/Smoke Response

- **If you discover a fire**, pull the fire alarm
- **If you hear the fire alarm** follow evacuation procedures.
- **If you encounter fire, smoke or a hot door on your way out**, take an alternate exit route.
- **If fire appears to be small and is contained**, use nearest fire extinguisher if you are comfortable. (See Addendum: Maps of Floors for fire extinguisher locations.)
- **If you smell smoke or burning odor**, investigate to determine the source. If fire is discovered or suspected, pull fire pull and initiate evacuation procedures. Communicate suspected location to a member of the Safety and Security Team.

Evacuation Procedure

Upon hearing the fire alarm, staff members complete evacuation of assigned areas. If you are responsible (See appendix 1) for evacuating a level:

1. Tell all patrons to leave by the closest exit. Do not wait for all patrons to leave.
2. Check restrooms/elevators.
3. Clear study areas, stacks and carrels.
4. Evacuate the building and report to Safety and Security Team Member outside of the
library. Report anyone left behind or handicapped persons needing assistance to the Safety and Security Team members outside of the library.

Please refer to the current assignments in Appendix 1 to determine which staff members have volunteered to clear each floor.

Safety and Security Committee will assemble at assigned locations of the library and ensure that all exits are covered. For the 2018-2019 year, James Harper and Stephanie Bennett cover Starbucks Entrance. Thomas Dowling and Jon Moore cover the west entrance and move people toward Salem Hall. Once all evacuation procedures have started, await University Police response.

No one will be allowed to return to the building until authorized by University Police.

Evacuation Procedures for Handicapped Persons

Handicapped individuals in wheelchairs should be moved into stairwells that are closed off of other areas of the library. Close doors to outside areas if necessary. Report locations of handicapped individuals to Safety and Security Team Members who will relay this information to University Police. Once additional help arrives, University Police and Emergency Personnel will move handicapped individuals out of the library. Let authorities know we have an Evac-Chair located in the back of the stacks area behind the Circulation Desk should it be necessary.

Everyone should assemble on Davis Field, near Salem Hall or on the seating area between Benson and Tribble.

Remain 200-300 feet from the building and await instructions.
Tornado

Tornado Watch

No sightings, but weather conditions are favorable for a tornado to develop in the immediate vicinity.

When a tornado watch is issued, whoever becomes aware should send a note to Lib-l to let people know about the threat. No action is necessary except to be prepared to act appropriately if the alert is upgraded to a warning.

Tornado Warning

A warning means that a tornado has been sighted in the immediate vicinity.

University Police will activate the “Wake Alert” and outside speakers as well as text messages will be sent to registered cell phones.

- Upon receipt, Access or Admin will send out an email to lib-l to notify all staff.
- Circulation Desk staff will use PA to announce imminent danger. Announce: “May I have your attention please! A tornado warning has been issued for Forsyth County. For your protection, please proceed to the lowest level of the library until xx time. (Insert time that weather emergency will end.)
- Move everyone to either Reynolds 1 (basement) or Wilson 1 (basement). Do not use Atrium. If unable to get to 1st floor, head to an interior hallway.
- Move away from open doors and windows.
- Do not use electrical equipment or phones.
- Do not use elevators.
- Do not leave the building until the tornado warning is over.

When the warning has ended, make another PA announcement that the threat has ended.
Severe Storms/Hail/Wind/Hurricane

- Monitor weather websites for severe weather warnings.
- Turn off or unplug electrical appliances if time permits.
- When severe weather is imminent, instruct patrons and staff to move to interior of building, away from glass, out of the atrium.
- Close blinds if taking cover in a room with windows.
- Avoid contact with outlets, appliances, or phones.

Power Failure

Circulation or Administration Office will notify Facilities Management (x4255) of the outage and attempt to determine the cause of the failure. Circulation will consult with the Library Dean regarding evacuation. If the building is to be evacuated, the same evacuation routes established for fire should be used. University Police will prevent anyone from entering the building.

Safety and Security Committee members will check the elevators for occupants.

Library staff should assist patrons by directing them with flashlights which are kept on hand in each office area. (see Maps) It is the responsibility of each department to check the flashlights periodically to be sure they are in working order.
Medical Emergencies

**Call 911, and request help.**

Care of Injured

- Do not move severely injured persons unless in danger of receiving further injury.
- Apply first aid as necessary and as you are able. First aid kits are available in every department and at the Circulation and Reference Desks.
- Contact Circulation Desk, (x4931) to inform where emergency is.
- AED units are located across from Circulation Desk and adjacent to the Reference Desk.

Workplace Injury

If you are injured at work and need immediate treatment of an injury, please go to [Novant Health Occupational Medicine-Hillcrest](https://www.novanthealth.com). (Out Stratford to beyond Hanes Mall Blvd.)

**Treatment Facilities**

Novant Health Occupational Medicine - Hillcrest

**2337 Winter Haven Lane, Winston-Salem, 27103**

336-774-0044

**Office Hours**

- Monday – Friday (7:30 a.m. – 7:30 p.m.)
- Saturday (8:00 a.m. – 6:00 p.m.)
- Sunday (8:00 a.m. – 4:00 p.m.)

After hours, call 911 and request help if needed. Apply [first aid](#) as you are able.

Within 24 hours of injury, please fill out the [Report of First Incident](#) and submit to WFU Human Resources. See [Workers’ Compensation](#) for more information.

Patron Injury

Call 911 and request help if needed. Apply [first aid](#) as you are able.
Bomb Threats

If a suspicious object is observed, evacuate the immediate area and call 911.

If a suspicious package/object/backpack is found:
- Don’t touch it
- Evacuate the immediate area
- Call 911 and tell them the location and appearance of object, your name, location, and phone number. Stay on the line until told you can hang up.
- **Do not evacuate the building unless directed to do so.**
- Notify the Library Dean’s Office (x5480)

If a phone call bomb threat is received, have someone else call 911 from another line. Do not hang up. **Do not evacuate the building unless directed to do so by the University Police.**

Get as much information as possible about the bomb and the caller:
- Time of call
- Sex and age of caller
- Speech pattern, (accent, slur, etc.)
- Emotional state of caller, background noise.

If evacuation is ordered, follow established evacuation procedures. Do not re-enter the building until directed to do so by University Police.

Use the PA to announce:
*May I have your attention please. The building is being evacuated at the request of University Police. Please remain calm and leave the building and exit by the front doors. Evacuate immediately.*

Repeat if necessary and aid in building evacuation.
Chemical/Biological Releases

If the chemical/biological release is indoors:

- Announce building evacuation over PA (see *Emergency Evacuation Announcement*).
- Call University Police, and leave immediately.
- Assemble on Davis Field.
- Wait for information/instructions from University Police.

If the release is outdoors:

- Stay indoors and move to the highest level possible with fewest windows or vents.
- Call University Police.
- Seal cracks around doors and windows.
- Request Facilities (x4255) or Fire Department to shut off ventilation.

Explosions

If there is an explosion in your area, immediately call 911.

Emergency Response

- If the land line is not in operation, use a cell phone to call Police or call from another building.
- If in immediate danger, move wounded to a safe location.
- Keep everyone away from broken windows.

Evacuation

- If on the ground floor of the building and you may exit safely, do so.
- Evacuation from upper floors should only be attempted if life threatening situations exist (ie. fire, more explosions, etc.)
- Do not use elevators. Wait for help from University Police and Fire Department.
- Care for injured.
- If fire alarm is raised, proceed as with evacuation.
Active Shooter

Shots fired sound like a popping sound. If you hear such a sound, take cover.

- **Get Out:** Try to get outside if you can. If you hear shots, you may not be able to find a safe route out.
- **Hide Out:** Lock doors and windows
  - Turn off all lights and be quiet. Silence cell phone. Lie down on floor or hide behind furniture away from doors and out of sight of windows. Remain in place until police advise you it is safe. Do not respond to voice commands until you can verify they are being issued by police. Ask the police to slide their badge under the door to confirm their identity.
  - If you know where the shooter is, call 911 (336-758-5911) if it is safe to do so. Tell dispatcher what is happening, where you are and if anyone is hurt. Do not hang up until instructed to do so.
- **Take Out:** If you have no other option, prepare to act in your own defense.
- Run Hide Defend video available at: https://www.youtube.com/watch?v=gQ21tYCyDWM

Sit-Ins in the Library

Staged in the library:
- Contact the Dean’s office (x5480) during office hours or the Dean at home (during non-office hours)
- Don’t immediately call campus police if the protest is peaceful
- If they are blocking the entrance, ask them to leave a pathway open for egress
- Do call campus police if anyone is harming others or property, or if the protesters refuse to open a path of egress
- Don’t be confrontational
- If there are noise complaints, refer students to the Reynolds 6-8
- Monitor situation to ensure safety
Water Damage Procedures

Initial Response to Any Water Event

CAUTION: Standing water can cause electrocution when outlets are live. If water issues occur in a collections area, wait for “all clear” before beginning rescue of books/materials. In cases of standing water, do not enter flooded areas. Place plastic garbage cans, repurposed from nearby waste/recycling areas, to collect falling water.

1. During business hours, notify Dean’s office (x5480). After 5pm and on weekends, notify the Circulation Desk (x4931).
   A. These offices will contact Facilities (x4255) to: adjust heat or air conditioning; provide dehumidifiers and fans; and remove standing water by mopping or wet vacuuming.
   B. Campus Police (x5911) may also be notified.

2a. During business hours, report water issues to the Preservation Librarian, Craig Fansler (x5482), even if collections are not immediately affected.

2b. After 5pm and on weekends, Circulation Supervisor should call Campus Police (x5911) and then Director of Access Services, Mary Beth Lock at home (248-921-2411)

3. Tape off the water damaged area to protect collection and preserve the workspace.

4. If needed: shut off the building’s water supply to prevent further water damage or accumulation. The shut-off valve is located outside on Gully Drive between the ZSR driveway and Tribble, between the fire hydrant and the sidewalk (see picture). The padlock key is in the key cabinet behind the Circulation Desk, number 39, Water Shut-off.

Containing Water Damage

- Again, wait for the “all clear” before beginning rescue of books and materials.
- **If water is from above:** Place plastic sheeting over any library materials or files in proximity to the leak. **If water is from below:** Use barriers (in emergency supplies) to prevent additional water from entering the area. Water spreading across uncarpeted floor can be absorbed using cardboard or newspaper.
- Monitor the leak to make sure that water isn’t spreading. Is water accumulating on or dripping around the edges of plastic sheeting covering the shelves? Are ceiling tiles collecting water and in danger of collapsing?
• Materials in danger of becoming wet should be removed and stored in another location.
• Materials already damaged should be removed and housed separately from dry materials.

Assessing Damage to Collections

Make an initial assessment of damage to materials based on the following questions.

• Where are the affected areas? If the affected area doesn’t provide space for air drying or packing up the collection, identify alternate space to do that work.
• What types of and how many items are damaged? (Books, DVDs, equipment, etc). Anything involving paper needs immediate attention. DVDs are second tier. Equipment handled on a case by case basis. Microfiche must be dried or sent to a microfilm processing facility within 48 hours. [http://www.documentreprocessors.com/microfilm.htm](http://www.documentreprocessors.com/microfilm.htm). Microfilm processing is very costly and replacement may be less expensive.
• Overall, how extensive and severe is the damage to items? Priority should be given to addressing the most valuable and greatest damaged items.
• Document the damage and the recovery process with photographs and/or videos for insurance purposes.

Managing the Salvage Process and Volunteers

Water-damaged materials may be saved. Salvage is not possible without a substantial amount of staff time. The Preservation Librarian or designee, with support from the Dean’s Office, should do the following in recruiting and training salvage volunteers:

1. Assign volunteers to activities appropriate to their physical capabilities and dress. Keep in mind that the salvage work can be physically difficult and in uncomfortable conditions.
2. Provide food and drink for volunteers as possible, as well as regular breaks to prevent exhaustion.
3. Keep volunteers informed about salvage efforts so that they will feel assured that their efforts are meaningful.
4. Contact the Triad Area Cultural Resources Emergency Network if more help is needed: [https://collectionsconversations.wordpress.com/2015/11/06/end-of-grant-projects/](https://collectionsconversations.wordpress.com/2015/11/06/end-of-grant-projects/)

Salvaging Water-Damaged Materials

The Preservation Librarian or designee will decide what salvage method(s) to use and contact
Book and Materials Drying Options

1. **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. It is also extremely space-intensive. Contact Facilities to have them provide fans for the space. **Air drying must begin within 48 hours** to prevent badly distorted bindings and textblocks. Air drying is seldom successful for drying bound, coated paper. Designate a work area with plenty of space and work tables and arrange for staff to be contacted and trained.

2. **Freezing** (< 32°F) Should be done within 24 hours of being damaged. It is not primarily a treatment method itself, but a way of arresting damage until treatment can proceed. Freezing halts mold growth, prevents ink 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. Books will dry best if their bindings are supported firmly to inhibit initial swelling. See *Emergency Preservation Assistance* list for contacts, page 4.

3. **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 materials made with coated paper. See *Emergency Preservation Assistance* for contacts, page 4.

4. Other commercial drying processes include dehumidification and thermal-vacuum-drying, and may be appropriate in some situations. See *Emergency Preservation Assistance* for contacts, page 6.

For complete instructions on packing and salvaging see *Appendix 4, Water Damage Cheat Sheet.*
Procedures for Book Drying

Sort out thoroughly wet books from moderately wet or slightly wet books. Sort out any books with clay paper, as these will never be air dried. Do not use artificial heat to try to speed the drying, as this will lead to dimensional distortion. The following information is from www.library.cornell.edu/preservation/librarypreservation/mee/management/proceduresforairdryingwetbooksandrecords.html

Begin the process with whichever step aligns with the wetness of the books you are rescuing.

Step 1: *Books that are thoroughly wet.* Do not attempt to open the book. Do not attempt to fan the leaves. Do not remove the covers. Place the book in a closed position (with boards slightly open) on its head on sheets of absorbent paper. To permit water to drain efficiently, elevate the fore-edge slightly. Place absorbent sheets of paper between the text block and the binding. Change the paper on the table when it becomes wet. If the book is placed in a moving current of air, it should soon dry to the point at which it may be opened for the next step.

Step 2: *Books that are partially wet.* With care, partially open the book (at a fairly shallow angle) and interleave with absorbent paper. Paper towels are ideal. Begin at the back of the book and interleave every 20 or so leaves. Given good drying conditions, the book may be left flat until the interleaving material has absorbed some of the water, probably after one hour. Change interleaf material periodically until the book is only very slightly damp.
Step 3. Books that are damp. Stand the book on edge, lightly fan the leaves, and allow the book to dry in a current of air. If the binding is damper than the text, place paper between the boards and the book.

Step 4. Books that are almost dry. Lay the book flat, push the back and boards gently into position, and place the book under a light weight, leaving it in this position until it is thoroughly dry.

Procedures for Special Materials

Coated paper (shiny paper used in periodicals, art books and some illustrations) needs immediate attention; once the paper starts to dry, it fuses together and is difficult to separate. The item may be salvageable by interleaving every sheet with waxed paper. If time or staff do not permit this, make arrangements to freeze the book and KEEP IT WET until it is placed in the freezer.

Water soluble inks or media (manuscripts, drawings, water colors), rare or unique items, and nonpaper material (film, photographs, discs, oil paintings) contact Heather Childress, Collections Curator, x5082.

Bound manuscripts or items of vellum or leather should not be air dried; consult Preservation Librarian, Craig Fansler.

Paper documents and pamphlets require care. Contact Craig Fansler.

Methods for drying these include:
- Hang thin pamphlets over strung fishing line to dry.
● Lay single pages or small stacks of documents out on an absorbent material on tables, floors, and other flat surfaces, protecting them if necessary with paper towels or unprinted newsprint.
● String clotheslines close together and lay documents across them for drying.

Procedure for Sending Materials to Freezer Facilities

Very wet books or microforms should be boxed up into rescubes and sent to freezer.

1. Contact Julio Sotelo at B&M Cold Storage, 690 Gaynor Street, (336) 767-4900.

2. Gather rescubes, plastic sheeting, plastic gloves, scissors, interleaving paper, (from emergency supplies closet), pad, pencil, tape (duct or packaging), and laptop with a hand held scanner/barcode reader.

3. Pull a book off the shelf, wearing gloves.


6. Continue to checkout books, wrap and pack spine side down until the books line a single row, snug but not tightly packed. When one box is full, use the receipt printer to print a contents list of the box.

7. When boxes are all full, transport to the freezer company using library van or university facilities transportation.
Appendix 1: Evacuation

Responsibility for Evacuation of Library by Floor

Monday – Friday, 8am – 5pm

REYNOLDS WING

Level 8: Thomas Dowling, Director of Technologies or Kristen Morgan, Executive Asst to the Dean.
Level 7: Susan Smith, Associate Dean and/or Will Clarke, Senior Systems Administrator
Level 6: Tanya Zanish-Belcher, Director of Special Collections or Megan Mulder, Rare Books Librarian
Level 5: Beth Tedford, Special Collections Cataloger
Level 4: Mary Reeves, Coordinator for Reserves, Media and Media students, and/or Molly Keener
Level 3: Craig Fansler, Preservation Librarian, James Harper, Head of Interlibrary Loan
Level 2: Circulation Desk Supervisor / Circulation Desk Assistant
Level 1: Ellen Makaravage, Electronic Reserves Staff

WILSON WING

Level 6: Stephanie Bennett, Archivist and/or Rebecca Petersen, Access Archivist
Level 4: Roz Tedford, Director, Reference and Instruction and/or Hu Womack, Outreach Librarian
Level 2: Carol Cramer, Head of Collection Management and/or Leslie McCall, Music Librarian; Bridge supervisor, clear The Bridge.
Atrium: Lauren Corbett, Director, Resource Services and/or Electronic Resources Librarian
Level 1: Prentice Armstrong, Accountant and/or Chris Burris Head of Serials Acquisitions

Persons assigned to these positions are responsible for designating substitute(s) in the event of their absence.
Sunday – Thursday  5pm – Midnight

REYNOLDS WING

Levels 8-5:  Evening Stacks Supervisor
Levels 4-3:  Media Student
Levels 2-1:  Circulation Students

WILSON WING

Level 6, 4:  Reference Desk Staff/Students
Atrium, Wilson 1:  Evening Supervisor, Circulation
Bridge, Mac Lab:  Bridge staff/students

Sunday – Thursday  Midnight - 1:00am

Levels 8-3,1  Circ students if available
Atrium  Circ supervisor
Bridge, Mac Lab  Bridge Students
Wilson Wing, 6-1  Reference desk students

Sunday – Thursday  1:00am - 8:00 am

Room 401  Circ students
Atrium  Circ supervisor
Reference  Circ students if available

Saturday 10am – 7pm and Sunday 10am – 4pm
(see Mon-Thur 5-midnight for Sunday after 4pm evacuation plan.)

REYNOLDS WING

All levels: Circ Grad student and circ students

WILSON WING
All levels: Reference Desk

*Persons assigned to these positions are responsible for designating substitute(s) in the event of their absence.*
Appendix 2: Maps by Floor with Fire Extinguishers and Fire Exits Identified

Level 1

Legend
- Fire Extinguisher
- Elevator/Stairs
- Fire Alarm Pull
- Disaster Supplies

ZSR Level 1
Level 2

ZSR Level 2

Legend

- Fire Extinguisher
- Elevator/Stairs
- Fire Alarm Pull
- Disaster Supplies
Appendix 3: Disaster Supplies and Locations

**Wilson 2: Mailroom**
1 Mobile Disaster Kit
   - Energizer Hard Case Lantern
   - Sealing Tape
   - 10 face dust masks
   - First aid kit
   - Nitrile Select Exam Gloves (box)
   - Gallon sized baggies
   - 1 “Big bag” baggie
   - Map of Winston-Salem
   - Address to B&M Storage--Julio

**Reynolds 230: Gift room (Access using key number 2, sub-master key set)**
2 rolls paper to wrap wet books
2 cases Rescubes (40)
18 packing boxes
1 roll plastic sheeting- 10x100’
2 stacks of wrapping paper
1 boxes of plastic sheeting (10’ x 100’)
150 pasteboard boxes
1 Disaster Kit
1 First Aid Kit

**Reynolds 408 – Gov. Docs Closet, aka Disaster Closet (Access with key number 2, sub-master key set)**
1 Stack of wrapping paper
6 Rolls of packing tape
6 Legal pads
2 Markers
320 Packing boxes
40 Rescubes
1 box of plastic sheeting
1 Disaster Kit
1 First Aid Kit
**Mobile Disaster Kits (trash cans)**

Locations: One behind Circ Desk in Cage area; one in 230 with other disaster supplies, 4th floor in Disaster Supplies closet, one on Wilson 2 in mail room, one in Special Collections room 600B

**Contents : (Review and Refill every June)**

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<td>1 box</td>
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<td>[<a href="http://www.uline.com">http://www.uline.com</a> Clear-Poly-Sheeting-in Dispenser-Box-2-Mil-10-x-100](<a href="http://www.uline.com">http://www.uline.com</a> Clear-Poly-Sheeting-in Dispenser-Box-2-Mil-10-x-100)</td>
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<td>1 roll</td>
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<td>several</td>
<td>interleaving paper</td>
<td>sheets of butcher paper</td>
</tr>
</tbody>
</table>
Appendix 4: Water Disaster Cheat Sheet

On Site Disasters

1. Disaster notifications should be made using the Disaster Plan’s “Who To Call” list
2. Assemble response team members, go over procedures, and the reporting structure (who’s in charge, doing recovery, etc). Encourage volunteers to wear boots, dress appropriately.
3. Locate nearest disaster supplies and retrieve, also get barcode scanners, cell phone and digital camera.
4. Assess damage and assign responsibilities
   - Team Leader
   - Packers: properly pack materials in boxes
   - Recorder: scan barcodes and record what’s in each box
   - Sorter: sort into levels of moisture damage
5. When recovery is complete, records of scanned materials should be downloaded
6. Return all disaster materials to library storage
7. If necessary, transport damaged materials to freezer facility. Call B&M Storage (336) 767-4900
8. Hold follow up meeting to assess recovery efforts

Off Site Storage Disasters

1. Disaster notifications should be made using the “Who To Call” list of the Disaster Plan
2. Assemble response team members at rear of library, go over procedure and the reporting structure (who’s in charge, doing recovery, etc)
3. Retrieve the Traveling Disaster Plan from the mailroom, also- get barcode scanners, cell phone and digital camera.
4. Proceed to disaster location, assess damage and assign responsibilities to Disaster Team members
5. Maintain communication with library
6. Disaster recovery operations should proceed as much the as possible like an on-site disaster
7. When recovery is complete, records of scanned materials should be returned to the library for downloading
8. Return all disaster materials to library storage
9. If necessary, transport damaged materials to freezer facility. Call B&M Storage (336) 767-4900
Appendix 5: Packing Wet Books

Packing Wet Books

Pack all books spine down
Pack books in a single row
Pack books together snugly

Pack large, oversized books flat
with the largest book on the bottom of the box
Appendix 6: Emergency Preservation Assistance

B&M Cold Storage
690 Gaynor Street
Winston-Salem
(336) 767-4900 (ask for Julio Sotelo)

BELFOR USA
Charles Snow, General Manager
1187 Shields Road, Suite 6
Kernersville, NC 27284-3774
336-992-2252
24/7 Emergency Number: 800-856-3333
Cell number: 704-992-2254

North Carolina Preservation Consortium
http://www.ncpreservation.org/
Robert James
(919) 412-2238

Etherington Conservation (ECS-East, HF Group)
6204 Corporate Park
Browns Summit, NC 27214
(800) 444-7534

Lyrasis Disaster Recovery
(800) 999-8558
https://www.lyrasis.org/LYRASIS%20Digital/Pages/Preservation%20Services/Disaster%20Resources/Disaster-Assistance.aspx

Northeast Document Conservation Center
(978) 470-1010
National Heritage Responders

providing assistance after disasters and emergencies by responding to the needs of cultural institutions through coordinated efforts with first responders, state agencies, vendors, and the public
http://www.conservation-us.org/emergencies/national-heritage-responders#.WQJCt_nyu71
24/7 HOTLINE: 202-661-8069.

BMS CAT

significant experience in document and special media recovery following a disaster.
www.bmscat.com

BELFOR Restoration

can restore almost any type of document, including books, files, magazines, and manuscripts
www.belfor.com
1-800-856-3333

Document Recovery Solutions

Polygon’s vacuum freeze-drying chambers restore water-damaged materials quickly and effectively by placing them in an airtight chamber with negative vacuum pressure, keeping frozen documents from becoming reliquefied, thereby preventing warping and distortion.
www.polygongroup.com
1-800-422-6379, or email us_info@polygongroup.com.