

DISASTER MANAGEMENT PLAN FOR LIBRARY COLLECTIONS

Library Services

Prepared by Disaster Management Team (Library Collections) May 2017

Reviewed July 2018

Revised Feb 2020

Revised May 2021

Revised January 2022

A critical incident that has potential to or is **damaging collections** is noticed

What do I do?

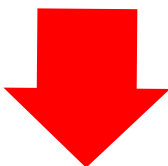


Follow UTAS emergency procedures: contact Security

Hobart 6226 7600

Launceston 6226 3336

Burnie 6226 3336



If the incident is not endangering to staff and clients, and evacuation is not necessary, where practicable:

take immediate remedial actions to prevent damage

seek assistance of staff in the immediate area

work first to rescue collection priorities, as identified on Library floor plans

move the material from the affected area

use supplies from disaster kits where available



Security will assess the specific risk to collections in this incident and contact *Library Services representative* as needed to progress recovery phase

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Context

Disaster Management for Library Collections is informed by the UTAS broader framework:

[Infrastructure Services Development](#) (ISD) manages [emergency management](#)

[People and Wellbeing](#) manage [Safety Management](#)

Library's Business Continuity Plan, is overseen by the [University's Audit and Risk Unit](#)

The University of Tasmania Library physical collections are spread over 8 locations. Since 2019 the Library also manages the [University Cultural Collections](#). Collections held in commercial storage are managed by provider's disaster plan. This Disaster Management Plan does not currently encompass the entirety of University Cultural Collections, this is in progress.

The Library Collections include monograph (books, DVDs, CDs etc) and journal collections, and Special & Rare Collections located on Level 5 Morris Miller Library, which also houses the Royal Society of Tasmania (TRST) Collection. Rare collections need particular attention, and this has been included in the schedule of preventative measures & preparedness actions (Appendix 1)

Library Services are responsible for the monograph and rare collections at all locations and work with ISD to ensure that disaster prevention and management is in place. These collections sit in buildings, with nominated building wardens, and have their own hierarchy of emergency response. There are a number of people who could be first on the scene when a critical incident occurs. ISD is responsible for emergency management and coordinates crisis management, through the Crisis Management and Recovery Team (CMRT) for the University,

The principles of prevention, preparedness, response, recovery, as outlined in the ALIA documentation (2010), are followed.

This plan is used:

- as a mechanism to schedule and ensure prevention of and preparation for disaster and other critical incidents.
- to provide guidelines for immediate response to emergencies that threaten collections and initial recovery steps for anyone who might be the first on scene at a critical incident affecting Library collections.
- provide guidelines for recovery steps, to be used by Library Services staff, post critical incident recovery time

This plan is owned by Library Services and updated annually by Senior Librarian (Collections) and the Disaster Management Team (Library Collections) (DMT (LC)).

Circulation: key staff and locations to receive plan

Who/where	Why
All locations with Library collections	First response
Security	Provision of all operational security services
Library and Cultural Collections staff	Responsible for management of Library Collections
ISD Facilities Management Unit	Responsible for Emergency and crisis management

Audit and Risk Unit	Responsible for Business Continuity Planning
Building Wardens, where Library collections are located	
Royal Society of Tasmania	As owners of a significant rare collection that is housed in the Morris Miller Library

Related documents:

Document	Owned by	Located:
Emergency management procedures	ISD, including Security and Campus Emergency Coordinators	https://www.utas.edu.au/infrastructure-services-development/emergency-management/emergency-procedures
Crisis Management at UTAS	ISD	https://www.utas.edu.au/infrastructure-services-development/security/crisis-management
Guidelines for immediate response and short term recovery	Disaster Management Team (Library Collections) DMT (LC)	https://www.utas.edu.au/library/about/policies
Business Continuity Plan	University Librarian, Library and Cultural Collections	Internal document N:\DVC-SE\Library\Functional Documents\Business Continuity and Risk
Insurance	Financial Services	
Deed of Agreement with TRST		TRIM

Disaster Management Team (Library Collections)

The Disaster Management Team (Library Collections) [DMT (LC)] is responsible for co-ordinating the prevention, preparedness, response and recovery for disasters and other incidents affecting Library collections.

DMT (LC) liaises with ISD, Building Wardens and other internal and external groups to ensure the safety of Library Collections. DMT (LC) meets annually with ISD (Facilities Management, including Security) and the Audit and Risk Unit to discuss priorities for prevention, preparedness, response and recovery.

DMT (LC) is led by the Senior Librarian (Collections) and includes:

Senior Librarian (Acquisitions and Access), Deputy; Librarian, Special & Rare Collections; Library Officer, Special & Rare Collections; Librarian, Acquisitions and Access, currently:

Position	Current	contact
Senior Librarian (Collections), Head	Juliet Beale	6226 2395
Senior Librarian (Resources and Services Deputy	Debra Wilson	6226 2207
Library Officer, Special & Rare Collections	Heather Excell	6226 7883 6226 2222
Librarian, Acquisitions and Access	Ian Apted	6226 7412

Prevention

Risk assessment and preventative measures

WHS provides a framework for risk assessment and preventions. DMT (LC) checks annually that the following processes have been carried out where Library collections are located. (See Appendix 1):

- WHS inspections – evaluation of risks associated with plumbing, electrical, hazardous materials, fire hazards and security
- Building Condition walk through; evaluation of risks associated with rooves, guttering, windows and walls.
- Fumigation
- Annual discussion, and as needed, of vulnerabilities and specific requirements for safekeeping of Library collections
- Site Risk and Vulnerability Assessments – lead by the University Security Manager, these assessments look at site/buildings risk and vulnerabilities from a security aspect, and ensure all reasonably practicable mitigations are in place.

Preparation

DMT (LC) audits the following preparations on an annual basis. (See Appendix 1)

Emergency procedures and contacts

These are maintained by ISD as part of emergency management, and checked for currency and display as part of WHS inspections.

<https://www.utas.edu.au/infrastructure-services-development/emergency-procedures>

Guidelines for immediate response and short term recovery are communicated and accessible at each library collection location. (See Appendix 2)

DMT (LC) needs to ensure that Security contact during business hours and after hours for each library location is correct, and ensures they are aware to contact members of DMT (LC) as required. Updated contact details are to be provided to the Security Manager when a change in contact occurs.

Emergency supplies and equipment

DMT (LC) ensures materials to remediate disaster are on hand where needed, such as disaster preparedness kits.

The Library has two sources of emergency supplies and equipment:

- A disaster preparedness kit is housed where rare collections are located: Special & Rare Collections, Morris Miller, Level 5;
- All other locations rely on materials and resources provided by ISD; or can be purchased from commercial suppliers as identified.
- Emergency supplies and equipment requirements are to be reviewed for efficacy by the DMT (LC) and ISD on an annual basis.

Floor plans of Library locations

Floor plans of the Library's physical spaces are available from the Library website <http://www.utas.edu.au/library/libraries/libraries>. These show the arrangement of the collections and identify collection priorities where possible, and locations of disaster preparedness kits.

The inner doors of the Special & Rare Collections area level five Morris Miller Library display shields of Blue Shield Australia to alert Tasmanian Fire Service (TFS) emergency fire crews heritage collections are housed within. Details are to be provided to ISD, at least annually, on current status of Blue Shield locations.

Collection priorities

DMT (LC) ensures collection priorities for salvage are identified on floor plans and communicated at each Library location

Rare and unique collections are the priority for salvage:

1. Special & Rare Collections housed on Level 5 of the Morris Miller Library.
2. Items held that are unique within Australian Libraries.

Special & Rare Collections identify priorities within their collections, and in consultation with TRST. This document is maintained by Special & Rare Collections team.

Disaster recovery training and awareness

Priority is for DMC (LC) to receive training and ensure that this occurs, particularly Special & Rare Collections staff. DMT (LC) maintains awareness of authoritative sites and resources that can be accessed, as listed in advisory roles for external providers in recovery phase (p. 11) and as advised from training.

Communication

DMT (LC) ensure immediate emergency response details & recovery procedures are updated, communicated and available at Library locations. DMT (LC) to ensure ISD are provided with any changes to current library practices or emergency contact details.

Response

The first 48 hours are generally regarded as the immediate emergency response period. After the initial 48 hour period comes the recovery phase.

These provide guidelines for an immediate emergency response, for whoever is first on the scene of a critical incident affecting Library Collections; and to for Library Services staff moving into the recovery phase.

The University has a Crisis Management and Recovery Team (CMRT), and will assume overall control of the University's response to a crisis, in close communication and collaboration with the Library. A member of the DMT (LC) may be co-opted onto the CMRT as the crisis unfolds and is managed into the Recovery phase.

Immediate recovery from disaster

ISD and external emergency services (Police, Fire, etc) will assess the area following an incident. The CMRT may become involved should the extent of the incident warrant their attention. Onsite personnel and staff nominated to work on response in relation to collections may only enter the premises once emergency services and ISD have declared the area safe.

If the incident is not endangering to staff and clients, and evacuation is not necessary, where practicable - **take immediate remedial actions to prevent damage**

- Seek assistance of staff in immediate areas
- Move material away from affected areas
- Retrieve pre-identified valuable items ie in Rare Collections
- Where available use the Library's disaster kits (sufficient for small scale incident) to protect material or,
- Source supplies as needed from third parties, as well as material and human support as required

DMT (LC) reviews emergency response to incidents threatening Library Collections in conjunction with ISD. These guidelines for immediate response and short term recovery actions are summarised and circulated to Library collections locations (See Appendix 3). Currently:

<i>Emergency: Immediate response structure</i>		
What do I do (process)	Owner	Comments
A critical incident that has potential to, or is damaging collections, is noticed	Staff/Security who notice the damage	E.g. water leaks
Follow UTAS emergency procedures: Contact Security Urgent: Hobart 6226 7600 Launceston 6226 3336 Burnie 6226 3336 Non urgent ISD 6226 2791	Security Campus Services (ISD) On 24 hour call	Security is the first point of contact for critical incidence on 24 hour call. Security to isolate source of causation of damage or threat. Security to determine if it is safe for staff to enter affected area

		ISD resources brought in as required (Heavy duty cleaning equipment etc)
<p>If the incident is not endangering to staff and clients, and evacuation is not necessary, where practicable - take immediate remedial actions to prevent damage</p> <ul style="list-style-type: none"> • work first to rescue collection priorities, • use supplies from disaster kits • move the material from the affected area • seek assistance of staff in the immediate area 	Staff/Security who notice the damage	<p>Floor plans locate collection priorities and location of disaster kits.</p> <p>Access to other emergency equipment e.g. fire extinguishers?</p>
ISD (Security and Campus Emergency Coordinators) will assess risk to collections and make contact with contact (<i>business hours and after hours contact for each library location</i>)	University Librarian on 24 hour call	<p>ISD and (<i>business hours and after hours contact for each library location</i>) to determine appropriate recovery/salvage site and roll out of equipment and consumables commensurate with disaster level.</p> <p>(<i>business hours and after hours contact for each library location</i>) to determine if DMT (LC) are required.</p>
If applicable Disaster Recovery Procedures implemented	Staff onsite DMT (LC) if members available	<p>Follow procedures for type of damage, level of damage, type of media from listed advisory bodies</p> <p>External service providers contacted as required – external salvage site, industrial freezer, restoration equipment providers</p>

Recovery: Disaster recovery procedures

Immediate and short-term recovery requirements

The Library *contact*, in co-operation with ISD (or CMRT, depending on the severity of the incident), should then identify what actions and additional resources will be needed to contain the damage and begin the salvage process. This includes:

- Conservation experts, library professionals, trades people, specialist recovery businesses (such as Zircodata, formerly Iron Mountain)
- Equipment and materials
- Off-site secure area for storage of undamaged items
- Insurance considerations

Recovery phase

DMT (LC) or other Library Services staff will nominate a disaster recovery team.

Depending on the severity of the disaster there are two main responses:

In-house response for localised damage involving lightly damaged material

Allocated staff can commence retrieval, sorting, and salvage of items in designated areas. ISD Space Management can provide assistance/guidance on this. In the case of the in-house salvage /restoration, authoritative manuals and procedures will be used listed under external contacts for recovery. eg. <https://www.records.nsw.gov.au/recordkeeping/advice/disaster-management/recovery-chcklist>, and advice from agencies listed below in external providers list.

Outsourced response for widespread damage involving a large volume of material

Zircodata (Iron Mountain) is the main external provider for UTAS Library. DMT (LC) annually checks with Zircodata the currency of these services, and contacts. Full contact list (p 13). The following services and equipment are mainly provided by Zircodata and business partners.

Service	Provider	Comments
Clean-up	Zircodata	Assist with the removal of damaged items
Storage	Zircodata	If ISD cannot facilitate on-campus storage arrangements for drying of large amounts of damaged material, Zircodata can investigate, source, and arrange for commercial providers to provide a suitable facility
Freezing	Zircodata partners: Southern libraries: Tasports Cold Stores Northern libraries: Swire Cold Storage	Iron Mountain can prepare items for storage and arrange to have materials frozen
Drying of materials	Zircodata partners: Steamatic	Materials preserved by deep freeze will then be flown to

		Melbourne to be spun dry by Steamatic
Specialist advice for damage to rare collections	Art & Archival	Should Art & Archival recommend standard freezing and drying of damaged rare materials, Zircodata should be engaged to assist with the recovery process
Professional advice and support	Art & Archival	

Evaluation of damaged stock for retention and disposal – including insurance assessment

First check with the Financial Controller UTAS Financial Services regarding insurance/assessor arrangements.

<http://www.utas.edu.au/finance/insurance/contacts>

A value on items destroyed, in most cases, is needed for insurance purposes. The disaster response team will need to work with Financial Services on this matter.

Once the all clear is given by insurers and assessors, the disaster recovery team may proceed with the full-scale clean-up, and implement the following procedures:

- Take photographic evidence of the scale of the losses
- Document damage to the property, collections, IT infrastructure and resources, documents, etc.

Rebuilding lost collections

Lost collections will be re-built in line with the Library's prevailing Collection Management Principles, with regard to University priorities, and in consultation with relevant stakeholders.

External contacts for the recovery process

Active recovery and restoration			
Organization	Phone contact	Website	Description
Zircodata (Iron Mountain)	0-6249 9333 0-0438 573136	www.ironmtn.com.au/ https://www.ironmountain.com/services/emergency-response-storage-and-delivery	Clients of Iron Mountain are eligible for assistance in the event of disaster. Role: active recovery and restoration of all collections where such a strategy is deemed necessary by the Library
Art & Archival	0-02-6297 7670	http://www.artandarchival.com.au/	Art & Archival offers a disaster response and recovery service for all paper based and other materials. Role: 1. Advisory; 2. Active recovery and restoration of rare collections only; 3. Training.
Queen Victoria Museum and Art Gallery		http://www.qvmag.tas.gov.au/	QVMAG has freeze drying facilities that should be investigated for post disaster recovery of small amounts of archival materials Role: active recovery
Swire Cold Storage	(03) 6330 1606	19-21 Legana Park Drive, Legana, TAS 7277	Zircodata business partner for northern libraries. Provides freezing
Tasports Cold Stores	1300 366 742	GPO Box 202, Hobart, TAS 7001	Zircodata business partner for southern libraries. Provides freezing
Steamatic	(03) 9587 6333	23 Jarrah Drive, Melbourne, VIC 3195	Zircodata business partner. Provides drying

Advisory			
Organization	Phone contact	Website	Description
Blue Shield Australia	0-03-8341 7135	www.blueshieldaustralia.org.au/	The cultural equivalent of the Red Cross, BSA is a federation of NGSs which represents professionals active in the fields of archives, libraries, monuments and sites, and museums. Role: advisory.
DISACT		https://www.facebook.com/groups/175532123118450/	Provides assistance in the event of emergencies affecting public collections. Role: advisory.

ALIA	0-02-6215 8222	https://www.alia.org.au/	ALIA has prepared a number of guides and templates to assist libraries with disaster preparedness. Role: advisory.
Australian Government Disaster Assist		https://www.disasterassist.gov.au/	The AGDA website provides individuals and families better access to information about recovery assistance following a disaster. Role: Information.
Australian Institute for the Conservation of Cultural Material		http://www.aiccm.org.au	The AICCM is the professional organisation for conservators in Australia. Role: advisory in the event of damages to rare collections only.

Appendix 1 - Schedule of preventative measures & preparedness actions, overseen by Disaster Management Team (Library Collections).

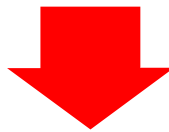
Preventative measures and preparedness actions, performed annually or as specified	Responsibility	Morris Miller Library	Carington - Smith	Clinical	Launceston	Law	Cradle Coast	Rozelle	STEPS
Annual meeting with ISD to review plan and discuss priorities	DMT (LC)								
WHS annual inspection	Div-Ex Hub WHS coordinator								
ISD Building Condition walk through, inspection of guttering windows walls	ISD								
Fumigation annual	ISD								
Collection Priorities identified & communicated	DMT (LC)								

Emergency supplies and equipment	DMT (LC)											
Floor plans updated including fire extinguishers and Blue Shield locations.	DMT (LC)											
UTAS emergency procedures accessible/ on display	Div-Ex Hub s WHS coordinator											
After hours and business hours contacts for library locations	DMT (LC)											
Emergency Immediate Actions & Recovery Procedures updated & accessible	DMT (LC)											
Disaster Recovery training	DMT (LC)											

Appendix 2: Guidelines for immediate actions and short term recovery

A critical incident that has potential to or is **damaging collections** is noticed

What do I do?

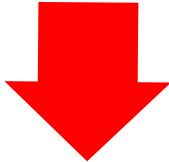


Follow UTAS emergency procedures: contact Security

Hobart 6226 **7600**

Launceston 6226 **3336**

Burnie 6226 **3336**



If the incident is not endangering to staff and clients, and evacuation is not necessary, where practicable:

take immediate remedial actions to prevent damage

work first to rescue collection priorities, as identified on Library floor plans

move the material from the affected area

use supplies from disaster kits where available

seek assistance of staff in the immediate area



Security will assess the specific risk to collections in this incident and contact *Library Services representative* as needed to progress recovery phase

Immediate recovery from disaster

The first 48 hours are generally regarded as the immediate emergency response period. After the initial 48 hour period comes the recovery phase.

Immediate stabilisation of the impacted area

ISD will stabilise the area. Onsite personnel and staff nominated to work on response in relation to collections may only enter the premises once emergency services and ISD have declared the area safe.

If the incident is not endangering to staff and clients, and evacuation is not necessary, where practicable - **take immediate remedial actions to prevent damage**

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- Equipment and materials
- Off-site secure area for storage of undamaged items

External contacts for the recovery process

Organization	Phone contact	Website	Description
Zircodata (Iron Mountain)	0-6249 9333 0-0438 573136	www.ironmtn.com.au/	Main external provider for co-ordinating clean up, storage and drying space and freezing
Art & Archival	0-02-6297 7670	http://www.artandarchival.com.au/	Disaster response and recovery service for all paper based and other materials. Particularly for rare collections
Queen Victoria Museum and Art Gallery		http://www.qvmag.tas.gov.au/	QVMAG provides freeze drying facilities for small amounts of affected material