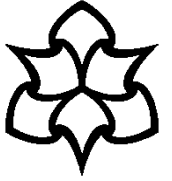


NAG Conference 2019

Planning for what you don't want to happen

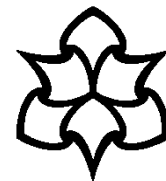
The Library & Special Collections Emergency Management and Salvage Plan at Manchester Metropolitan University

Fiona Hughes, Library Services Manager



Why have an Emergency Plan?

- Reputational risk as some items in our collections are
 - vital and irreplaceable
 - very vulnerable
 - of very high monetary value
 - belong to other organisations or individuals
- Existing version of the Emergency Plan no longer fit for purpose



Norwich Library Fire - TH

Extract from article
published in Eastern Daily
Express 31/07/1994

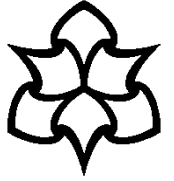
<http://www.edp24.co.uk/news/photo-gallery-a-light-popped-and-soon-norwich-s-library-was-an-inferno-1-3707997>

The alarm was raised but what followed caught all unawares.

Within two minutes, the fire had taken hold with alarming speed and flames were already seen shooting through the roof.

This was Norwich's Central Library, not only holding the city's main lending library and the 2nd Air Division USAAF Memorial Room, but also in the vaults many of the most treasured documents possessed by the city and the county beyond.

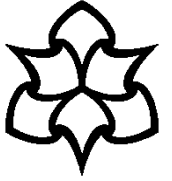
Manuscripts, music scores, ancient books and historic records were stored in the Central Library, a building opened in 1963 by the Queen Mother



Flood in the paper store – lessons learned

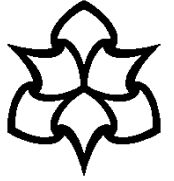
- No risk assessment
- Water through light fittings
- Foul water from toilets
- No communications plan
- Importance of archival quality boxes





New Emergency Plan

- Written in the context of the University Incident Response and Crisis Management Plan and Business Continuity Policy
- Expert advice from Harwell Document Restoration Services
- Task & Finish Group formed
 - Library Services Manager (Project lead)
 - Object Conservator
 - Head of Special Collections
 - Head of Security and Business Continuity
 - Principal Fire Safety Manager
 - Health & Safety Advisor

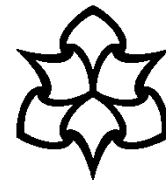


Scope

“This plan should be seen within the context of emergency planning in the University as a whole. It is acknowledged that responsibility for some areas lie outside the Library to some extent, and responsibilities of other departments are indicated where appropriate.”

“Definition of what constitutes a crisis and set of response assessment criteria are covered by the University Emergency and Crisis Management plan.”

“The Library has a separate Business Continuity Plan which would be put in place following an emergency and during the recovery period.”

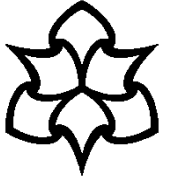


2. Initial Notification and Escalation Procedure

Initial notification for a larger scale crisis affecting more than one building will normally be made by one or more 'First Responders', typically staff from Security or Residential Services who are on the ground at the time of the incident. However, where the incident is localised to the Library, the initial notification may be made by the most senior member of library staff on duty at the time.

A grab bag (Appendix H) is provided to assist in establishing and initiating the

<p>Building Emergencies/major leaks</p>	<p>A building emergency/major leak is a hazard which affects 500+ books in the Library or 100+ items in Special Collections.</p> <p>In the event of major leaks or other building emergencies, the University's Security and Business Continuity team must be alerted – the fastest way to do this is via the walkie talkie (or call 1334). If a senior library manager is also needed, refer to the contacts list in the sealed envelope in the emergencies folder at the help desk.</p> <p>Notify Emergency Management Officer & the Head of Special Collections.</p>
	<p>the help desk. Notify Emergency Management Officer & the Head of Special Collections.</p>
<p>Small-scale emergencies</p>	<p>Manage and deal with small-scale problems in the building such as localised leaks etc following the checklist and guidance provided on the R drive R:\Services\LRIS\Library\Emergency management\Emergency incident management Notify the Head of Special Collections</p>

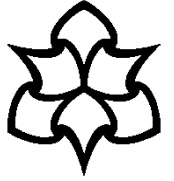


Crisis Management & Salvage Teams

Roles taken on by members of the Library Management Team

- Emergency Management Officer
- Salvage Officer
- Head of Special Collections
- Business Continuity
- Health & Safety Co-ordinator

Salvage team: 20 volunteers from library/Special Collections



Briefing card – Head of Special Collections

Responsibilities

- Protection of all items belonging to and on loan to Special Collections
- Prioritise items for retrieval by emergency services and identify a secure area for their relocation

Immediate actions to be completed

- Inform all members of the Special Collections team of the incident
- Identify which collections are in danger of being damaged or stolen
- If required obtain the spare set of Special Collections keys from Traka key cabinet in the Security Control Room. Director of Library Services, Deputy Director of Library Services and members of Special Collections team have swipe access to release the keys from this cabinet.

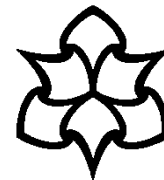
As the salvage operation progresses

- Arrange for depositors and stakeholders to be informed (Appendix B - Contacts Directory)

After the salvage operation is completed

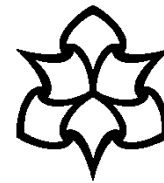
- Control the environment post flood to ensure there is no residual damp which could cause problems later

Please return card to Salvage Grab Bag



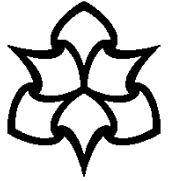
Salvage Priorities

Reading Room + Paper Store	
Artists Books	L304 Reading Room aisle A + B
Angels Of Creation	L308 Paper Store corridor
Unboxed Harry Page Albums	L308 Paper Store Shelf I
Japanese Prints	L307 Paper store annexe
Cotton Board Times	L308 Paper Store shelf G
Textile Sample Books/ Creation Textile Samples/Pratt Collection	L308 Paper Store Shelf G
Granville Collection Posters	L308 Paper Store trolley
Items On New Acquisition Shelf	L308 Paper Store Shelf G
Office + Object Store	
Student Record Cards	L301 SC OFFICE
Tapestry	L330A Object Store - wall
Rolled Textiles	L330A Object Store - wall
Malcolm Garrett Collection	L330A Object Store MG Wing
Rolled Paper Items	L330A Object Store - shelves
Objects Trolley	L330A Object store
Unhoused Or Open Storage Objects	All areas
Reserve Stock	
Trade Catalogues	LO4A Reserve Stock Aisle 11
Home Studies Collection	LO4A Reserve Stock Aisle 12



Accommodation for Recovery Operation

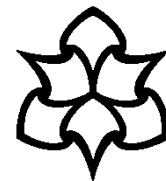
<p>Control Point This is the meeting point/assembly area for members of Crisis Management Team and Salvage team to gather when called in. It will be provided with:</p> <ul style="list-style-type: none"> • White Boards and equipment • Briefing area • Telephones • Radios, if these are to be used • Desks and chairs for admin duties • Stationery and record sheets • iPads to enable photographs to be taken during salvage process 	<p>Location could be any of the following:</p> <ul style="list-style-type: none"> A. Meeting room 1, Ormond B. A classroom in Manton or Benzie building
<p>Rest Area This is an area for CMT and Salvage Team Members to take a break, a kettle and refreshments will be provided here.</p>	<p>To be located as near as possible to the control point</p>
<p>First Aid Point</p>	<p>To be located as near as possible to the control point</p>
<p>Sorting Area / Treatment Large area in central location</p>	<p>A Education Space Special Collections B Classroom in nearby campus building (minimum size 40 people).</p>
<p>Storage for unaffected material Secure area</p>	<p>A Left in situ but covered and protected B Off site museum grade commercial store (see appendix C)</p>
<p>Freezer space</p>	<p>A Harwell Document Restoration Services (see appendix C)</p>
<p>Contractor parking</p>	<p>To be advised by Facilities</p>



Salvage Team Members

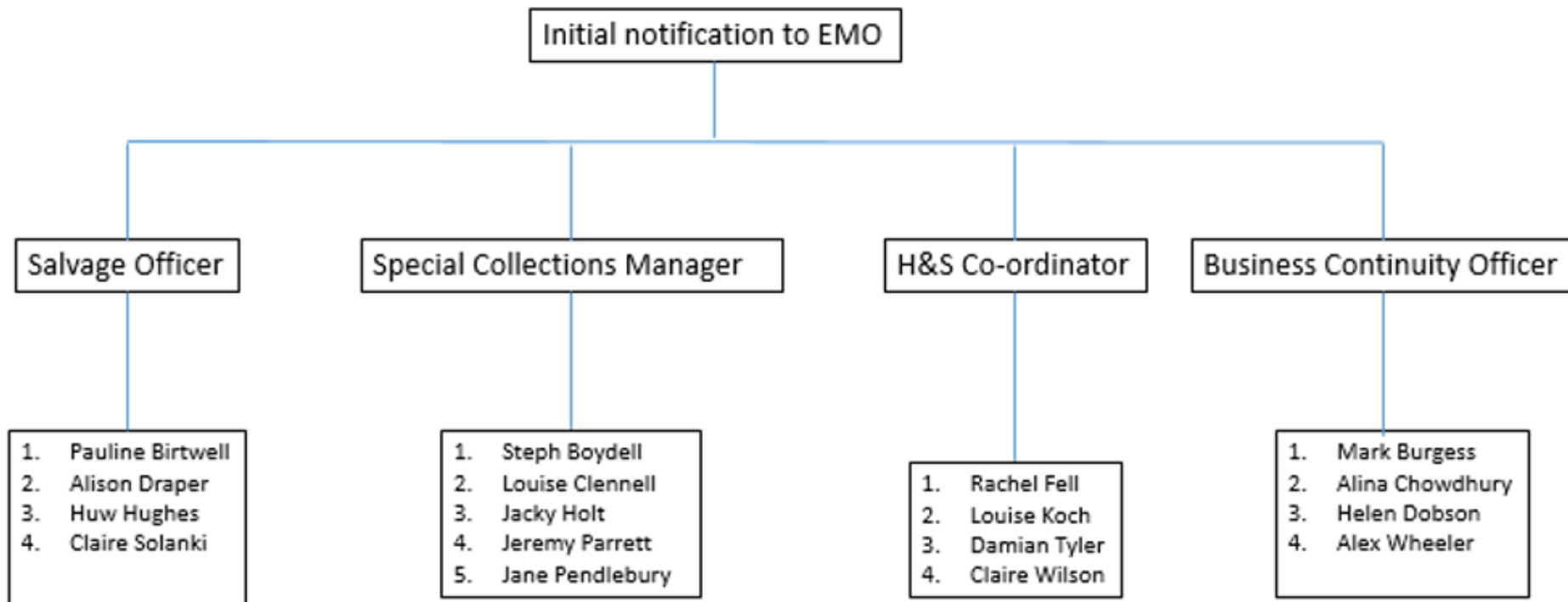
- Hi-vis vests, including one for EMO
- Emergency Response Equipment Boxes
- Grab bag

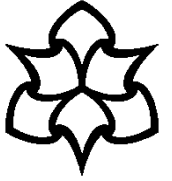




Communication

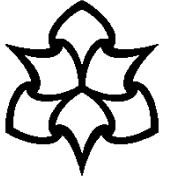
Telephone Pyramid





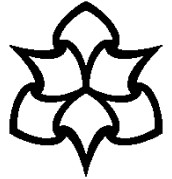
Approval of the Plan

- Equality Impact Assessment
- University's insurers
- Harwell (confirmation it is acceptable for Museum accreditation purposes).
- University's Head of Security and Business Continuity

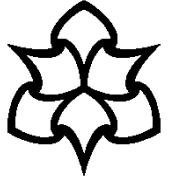


Implementing the plan and keeping it up to date

- Training for Library Management Team
- Salvage tours
- Scenario based exercises for Salvage Team
- New policies, e.g. Loans and Acquisitions
- Published December 2018 – first update April 2019



Version No.	Date of amendment	Details of amendments made
1.0	14/12/18	First published version launched and circulated to Alan Cain and LMT
1.1		<p>Under section 2 Initial notification and escalation procedure an amendment to response required for major building emergency/leaks.</p> <p>Appendix A updated to include</p> <ul style="list-style-type: none">• new members of Salvage team• additional details for other contacts in this section• Location of keys to Special Collections• Information about door and alarm codes• an updated version of the telephone pyramid. <p>Appendix F Risk assessment template added</p> <p>Appendix I Revised to remove extraneous information and add more detail re location of priority items</p> <p>Appendix J Revised floor plan of reading room</p> <p>Appendix L Revised salvage guidelines, new flow chart and salvage table updated to upgrade textiles to priority 1.</p>



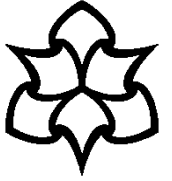
Writing an Emergency Plan - tips and advice

- Your institution's Emergency Plan
- Who leads on this in your organisation?
- Fire Officer/H&S Officer?
- Prepare a draft plan and invite critical friends to review

“Our guests were particularly impressed by the ‘Library Services & Special Collections Emergency & Crisis Management Plan’ put in place by yourself and your team.

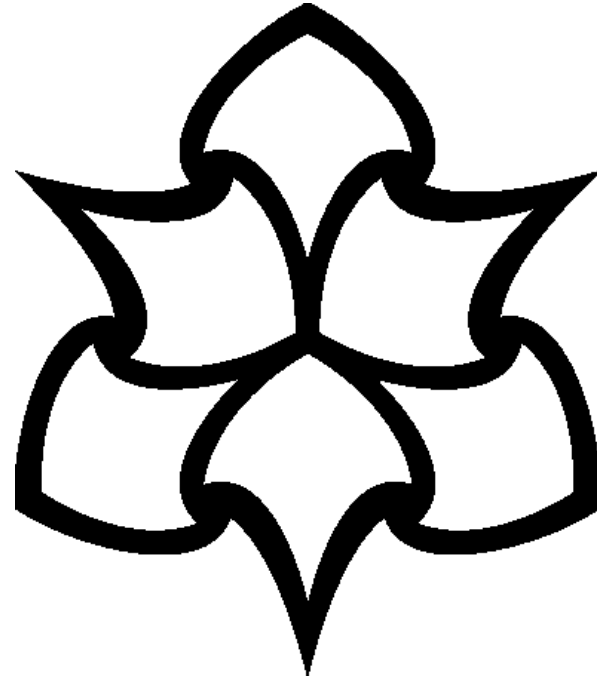
All of which has prompted me to write and thank you for the extremely hard work you put in on this project. The level of engagement by Special Collections with the overarching University Business Continuity strategy was exemplar, and is undoubtedly a model of best practice we would seek to replicate with other colleagues in both academic and professional services.”

Email from Alan Cain, Head of Security and Business Continuity.
22/11/2018



References

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- Dadson, Emma. 2012. *Emergency Planning and Response for Libraries, Archives and Museums*. London: Facet Publishing
- Robertson, Guy. 2015 *Disaster planning for libraries: process and guidelines*. Oxford: Chandos Publishing
- Harwell Document Restoration Services
<https://www.harwellrestoration.co.uk/>



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