Z. Smith Reynolds Library
Emergency Procedures

Safety and Security Team Members:
Mary Beth Lock (Chair) 336.758.6140
Thomas Dowling 336.758.5797
Craig Fansler 336.758.5482
James Harper 336.758.5675
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Introduction:

The Z. Smith Reynolds Library Disaster Plan has 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.

There will be two versions of the Disaster Plan. The first version will be a print version which will be distributed to the Disaster Committee chairperson and in Departmental locations: Special Collections and Archives, Access, Reference, Technology, Resource Services and Administration. The other version is available online at: http://zsr.wfu.edu/about/admin/committees/

A Mobile Disaster Kit, complete with a copy of the Disaster Plan, supplies, maps, etc. is located in a box in the ZSR mailroom. This kit can be used for quick response to offsite disasters.

The Disaster Plan 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

**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

**Disaster Team Leader**
- x5482 from a campus phone
- (336) 758-5482 from an off campus or cell phone

**Facilities Management**
- x4255
- (336) 758-4255 from an off campus or cell phone

**Home / Cell numbers of important contacts**
- Lynn Sutton, Dean (336) 945-6341 (H) (336) 301-4671 (C)
- Wanda Brown, Ass. Dean (336) 785-9819 (H) (336) 813-5093 (C)
- Susan Smith, Ass. Dean (336) 782-6933 (C)
- Safety and Security Team:
  - Mary Beth Lock (336) 923-8428 (H) (248) 921-2411 (C)
  - Craig Fansler (336) 918-6898 (C)
  - Thomas Dowling (614) 975-0468 (C)
  - James Harper (919) 606-4613 (C)
  - Mary Reeves (336) 722-7892 (H) (336) 413-4794 ©
  - Meghan Webb (336) 682-5333 (C)

**Emergency Preservation Assistance**
- Off Site Storage x5095 on campus or (336) 758-5095 off campus
- Freezer Storage Company
  - B&M Storage, 690 Gaynor Street, Winston-Salem (336) 767-4900 (Julio)
- North Carolina Preservation Consortium
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. The library staff should not endanger themselves or others to save library materials. Safety comes first.

Fire/Smoke

A. If you discover a Fire (Visible Flames or Smoke)
   - Pull the alarm and alert people in the immediate area.
   - Call University Police at 336-758-5911 (from a cell phone) or 911 from campus phone. and give details of fire location.
   - Begin evacuation.

B. If you hear the fire alarm follow evacuation procedures.

C. KNOW WHERE THE FIRE EXITS ARE LOCATED. If smoke is heavy, it may be necessary to crawl to the nearest exit. If you encounter fire, smoke or a hot door on your way out, take an alternate exit route.

D. If fire appears to be small and easily contained, use nearest fire extinguisher. (See Maps of floors for fire extinguisher locations.)
   - Notify the Library Dean/Administrative Office and the University Police. University Police will notify the Fire Department if necessary.

E. Smoke or Burning Odor (No flames visible)
   - Investigate. If keys are necessary, Circulation Desk has the most complete master set.
   - The individual reporting incident will notify the Library Dean/Administrative Office. If fire is discovered, pull fire pull and initiate evacuation procedure.

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: Vicky Johnson, Archives Librarian 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 Doug Yourke, Customer Service Supervisor, clear The Bridge.

Atrium: Lauren Corbett, Director, Resource Services and/or Derrik Hiatt, 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.
Evacuation Procedure

If you are responsible for a level:

A. Tell all patrons to leave by the closest exit. Do not wait for all patrons to leave.
B. Check restrooms
C. Clear study areas, stacks and carrels.
D. Evacuate the building and report to Safety and Security Team Member outside of the library. Tell him or her the status of the area that was evacuated.

Upon hearing the fire alarm, staff members complete assigned areas. Safety and Security Committee will assemble out front of the library and assign tasks to ensure that all exits are covered. Mary Reeves covers Starbucks Entrance. Thomas will cover the east entrance and try to get people to the far side to Salem Hall. Once all evacuation procedures have started, await University Police response.

Staff members responsible for evacuation will report persons left behind, or handicapped persons needing assistance, to the Safety and Security Team members outside of the library. Staff will report to Directors or Director’s designee. Directors will report missing staff to Safety and Security Team member.

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. An Evac-Chair is located in the back of the stacks area behind the Circulation Desk.

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, whomever 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 weather 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.)
- Evacuate everyone in the Reynolds wing to Reynolds 1 (basement); evacuate everyone in Wilson to Wilson 1 (basement). See evacuation procedures, above, except, don’t go to Davis Field. 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.com for severe weather warnings
- Instruct patrons/staff to move to interior of building, away from glass
- Close blinds
- Move out of the atrium
. Turn off/unplug electrical appliances
. Avoid contact with outlets, appliances, or phones.

Power Failure

Circulation or Administration Office will notify Facilities Management in order 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 Section 7 Floor Plans/Safety Equipment) It is the responsibility of each department to check the flashlights periodically to be sure they are in working order.

Natural Gas Leak

Natural gas smells like rotting cabbage. If you smell it, leave the area immediately. Send a note out to Lib-L. Evacuate the building using the Evacuation Procedure above. Call University Police. **DO NOT use PA system. DO NOT activate fire alarm.** Warn others as you leave.

Medical Emergencies

Call Campus Police, x5911, 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.
- Contact Circulation Desk, (x4931) to inform where emergency is.
- AED located across from Circulation Desk.

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

If a phone call bomb threat is received, immediately call 911 (or have someone else call from another line). **DO NOT evacuate unless directed to do so by the University Police.**

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.

If a bomb threat is made by phone, ask the caller, and record word for word:

- When is the bomb going to explode?
- Where is it located?
- What kind of bomb is it?
- What does it look like?
- Why did you place the bomb?

Keep the caller talking as long as possible. Try to determine:

- Time of call
- Sex and approximate age of caller
- Speech pattern, accent, slurring, etc.
- Emotional state of caller
- Background noise

Do not evacuate until told to do so by the police as evacuating before route of travel has been secured may result in greater injury/loss of life.

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

**Chemical/Biological Releases**

If there is a Chemical or Biological Release in or near the library, call University Police.

Outdoors: If you are inside a building during releases outdoors, stay indoors, above the ground floor with fewest windows or vents. Move patrons and staff into a single room with the fewest windows or least access to the outside. (Examples: area behind the Circulation Desk, in the center stacks, in Special Collections rooms.)

- Seal cracks around doors and windows with material.
- Request Facilities, (x4255) or Fire Department, to shut off ventilation.
Indoors: If the chemical/biological release is indoors, announce building evacuation over PA (see *Emergency Evacuation Announcement*), and leave immediately. Assemble on Davis Field. Wait for information/instructions from University Police.
Active Shooter

Shots fired sound like a popping sound. If you hear such a sound, take cover. If the shooting is coming from inside your building:

- Try to get outside if you can. However, you may not be able to find a safe route out.
- If you shelter in place,
  - 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.
  - Verify that voice commands are being issued by police, not the shooter.
- If you know the shooter is nearby, call 911 (336-758-5911). Tell dispatcher what is happening, where you are and if anyone is hurt. Do not hang up until instructed to do so.
Explosions

If there is an explosion in your area, immediately call University Police at x5911.

Emergency Response

∙ If the phone system 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 2nd and 3rd floors should only be attempted if life threatening situations exist (ie. fire, gas leak, 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.
Water Damage

A. Water Anywhere
   - Notify Kristen (x4255) during business hours or the Circulation Desk at x4931 after 5pm or on weekends.
   - Kristen or the Circulation Desk will contact Facilities (x4255), or Campus Police (x5911) before entering area.
   - Do not enter the flooded area. Wait for “all clear” before beginning rescue of books/materials.

B. Ceiling Leaks/Burst Pipes
   - Place plastic garbage cans appropriately to collect any falling water.
   - Place plastic sheeting over any library materials or files in proximity to the leak.
   - Materials on top shelves or in danger of becoming wet should be removed and stored in another location.
   - Contact facilities to remove standing water by mopping or wet vacuuming.
   - If needed, turn off water supply outside of the library to prevent further water damage or accumulation. The key to the padlock is in the key cabinet behind the Circulation Desk on a pink key ring.
   - Materials that have water damage should be removed and housed separately from dry materials. Depending on the degree of wetness, water-damaged materials should be frozen or spread out to air dry. (see How To Save Collections)

C. Flooding from Storms
   - If possible, create a barrier to prevent additional water from entering the building. Water spreading across uncarpeted floor can be absorbed using cardboard or newspaper.
   - If possible, place large plastic garbage cans to catch streams of water.
   - Contact Facilities to remove standing water by mopping or wet vacuuming.
   - Materials that have water damage should be removed and housed separately from dry materials. Depending on the degree of wetness, water-damaged materials should be frozen or spread out to air dry. (see How To Save Collections)

D. Water Damage Caused By Fire Fighting
   - Contact Facilities to remove standing water by mopping or wet vacuuming.
   - Materials that have water damage should be removed and housed separately from dry materials. Depending on the degree of wetness, water-damaged materials should be
frozen or spread out to air dry. (see *How To Save Collections*)
How to Save Collections
Salvage Procedures for Water Damaged Items

General Information

∙ Make an initial assessment of damage to materials based on the following questions. Begin keeping a detailed visual record (photographs, video), of the damage and the recovery process.
- What types of materials have been damaged?
- What is the nature of the damage?
- How extensive and severe is the damage?

∙ Based on the initial damage assessment, decide on a salvage strategy. Severe fire damage is generally irreversible; salvage is not possible. Water-damaged materials can usually be salvaged.

∙ If water damage is present, take **immediate** action to lower the temperature and humidity in order to inhibit mold growth. Target temperature should be 65° and humidity at 45%. The Administrative Assistant should notify Facilities Management to adjust heat or air conditioning. Set up dehumidifiers and fans. Facilities should remove standing water by mopping or wet vacuuming.

∙ The Library Dean will decide whether the building or any part of it should be closed and whether hours and services should be curtailed. Rope off the damaged area to keep out patrons.

∙ Check frequently to make sure that measures taken to stabilize the emergency are still working. For example, is water accumulating on, or dripping around the edges of plastic sheeting covering the shelves? Are ceiling tiles collecting water that will cause them to collapse onto shelves below?

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

**Managing volunteers:**

1. Salvage work involves moving full book trucks and lifting boxes as well as less strenuous tasks. Wet materials are much heavier than dry ones. Volunteers should be assigned to
activities appropriate to their physical capabilities.

2. Salvage work may take place in wet, dirty, and cold surroundings. Volunteers should be instructed to dress accordingly.

3. Food and drink should be provided for volunteers, if possible. Volunteers should also be encouraged to take breaks as needed rather than working to the point of exhaustion.

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

Salvage Procedure:

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

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 labor-intensive. Treatment of all items must begin within 48 hours in order for air-drying to succeed and may result in 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. 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.

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.

4. **Other commercial drying processes** include dehumidification and thermal-vacuum-drying and may be appropriate in some situations. Consult vendor(s) for more information.
Process/Evaluation:

If a little bit wet: fan out and air dry
If very wet: box up into rescubes and send to freezer.

1. Contact Julio at B&M Cold storage, 690 Gaynor Street, (336) 767-4900. Pulls books off the shelf, wearing gloves
2. Using Voyager, (after having created a patron to identify the freezer company). Check out the books to the freezer company.
4. Transport to the freezer company using library van or university transportation.
Disaster Supplies

**Wilson 2- Mailroom**
1 - Mobile Disaster Kit

**Reynolds 1-Carrel 120**
30 - pasteboard boxes

**Reynolds 2- Gift room**
2-rolls paper to wrap wet books
2-cases Rescubes (40)

**Reynolds 329 – Preservation Room**
18 – Packing boxes
1 - roll plastic sheeting- 10x100’

**Reynolds 408 – Gov. Docs Closet**  (AKA: The Disaster Closet)
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 - First Aid Kit

**Reynolds 6 – Closed Stacks in Rare Books**
2 – Stacks of wrapping paper
1 - Boxes of plastic sheeting (10’ x 100’)
150 - pasteboard boxes
1 - Disaster Kit
1 - First Aid Kit

Library Safety Equipment
EMERGENCY BACKUP LIGHTING

The library is equipped with emergency backup lighting and emergency generators will turn on to provide this lighting. The emergency backup will also open elevator doors. Occasionally, the emergency backup can take a few minutes to start up.

FIRE ALARM PULLS

See the Map per floor for location

FIRE SHUTTERS

Fire shutters separate the Reynolds Wing from the Wilson Wing and will fall down when the fire alarm senses smoke in the atrium. They have been known to fall unexpectedly during an electrical outage. Have people stand clear of the shutters and do not place anything valuable on the ledge beneath a shutter.

FLASHLIGHTS

Each team has been issued flashlights that double as nightlights in case of power outage.

WATER SHUT-OFF VALVES

Located at the rear of the ZSR Library on Gulley Drive is the water shut off for the entire library. It looks like a red pipe next to a fire hydrant. A key to unlock this valve is kept in the Key Cabinet behind the Circulation Desk on the pink key ring which says: “Disaster Keys”.

Water Disaster Cheat Sheet

On Site Disasters

1. Disaster notifications should be made using the “Who To Call” list of the Disaster
Plan
2. Assemble response team members, go over procedures, and the reporting structure (who’s in charge, doing recovery, etc)
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
1. When recovery is complete, records of scanned materials should be downloaded
2. Return all disaster materials to library storage
3. If necessary, transport damaged materials to freezer facility. Call B&M Storage (336) 767-4900
4. Hold follow up meeting to assess recovery efforts

Off Site 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