

Clemson University Libraries

R.M. Cooper Library

Emergency Action Plan

(formerly titled the Disaster Plan)

March 4, 2021

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Introduction

This document addresses both the prevention of and recovery from disasters affecting the building and collections of R. M. Cooper Library. Each library facility has a separate plan.

The purpose of the plan is simple and relates directly to the Clemson University Strategic Goals, 1) Academic Research and Service, 2) Campus Life, 3) Student Performance, 4) Academic Resources and 5) Clemson's National Reputation. The Emergency Action Plan (EAP), properly accepted by Clemson University Leadership, effectively trained by members of the CU Public Safety sector and implemented to standards set forth by the International Fire Code and the Occupational Safety and Health Act will save lives, protect Clemson University property and enhance the Clemson University national reputation as a leader for higher education. Further the Code of Federal Regulations requires that each building have an EAP. This document works in conjunction with the Business Continuity of Operations Plan (BCoOP).

A disaster is defined as an event “whose timing is unexpected and whose consequences are severely destructive.” It may be the result of earthquake, storm, fire, flood, mechanical failure, or vandalism, and most likely will involve water. Thus, recovery from water damage receives the most attention. Disaster Team members, the Chair or other designated employees are charged with responding when a disaster occurs (if appropriate and safe to do so). Protecting property from further damage is a priority, as is prompt attention to water damaged items to minimize loss of property since under adverse conditions of high temperatures and humidity, severe damage from mold and other fungal bodies can occur in less than 48 hours.

The individual responsible for the building facilities is also assigned responsibility as the “Recovery Director” (RD) and is chair of the team. When an event occurs, the University Risk Manager will be contacted and a decision made as to whether to call in one of the pre-approved disaster recovery firms to handle restoration. In most disasters, one of these firms will handle detailed recovery procedures while the Disaster Team will address the immediate needs including preventing further spread of damage. These firms provide “turn-key” services and provide supplies, equipment, and staffing for the recovery process.

In campus wide or region wide disaster such as a tornado, earthquake, flood or hurricane, some of the local procedures outlined in this plan may be impossible to follow since many require access to clean water and electricity. Priorities for restoration of water and power might place the Libraries lower on the list than other needs deemed more pressing.

It goes without saying that in any emergency, the safety of people comes first. The following plan assumes that everyone has been safely evacuated and that it is safe to reenter the building(s) and attend to the property. The Recovery Director will consult with all appropriate officials to determine if/when it is safe for employees and patrons to enter the facility.

Please refer to the CU Libraries [Communication Plan](#) for the phone tree.

Chain of Command

Library Administration bears the responsibility for the overall safety and security of the Libraries. The Recovery Director (RD) should be contacted first in the event of an emergency. The RD will communicate with library staff and the University as well as outside emergency response officials. If the RD is not available, the next person on the Phone Tree should be contacted. All Administration members, whether members of the Disaster Team or not, will be briefed as to how to begin the process of disaster response.

Disaster Team

The Disaster Team will be composed of library employees who are not designated for other responsibilities during a disaster (Public Relations Coordinator, Recovery Director, etc.) and the Recovery Director, who will serve as Chair of the Team. Each unit (in Cooper) and branches will provide a full member and alternate for the team. All members and alternates will be volunteers to serve for unlimited terms but may rotate off or leave the team as necessary. The Disaster Team consists of people with skills and responsibilities crucial to a successful recovery from disaster. One person will be designated as the recorder to keep minutes of meetings.

In the event of a disaster, the Disaster Team will:

- Provide recovery efforts for small disasters or those where it is determined to handle the situation locally.
- Participate in active response efforts until professional disaster response personnel arrive to assist the RD and liaisons in determining priorities.
- Work with professional disaster response personnel to remove damaged material.
- Help to identify and make minor/small decisions about material and consult with RD or a member of the disaster recovery services management team if there are any questions.

Each member of the Team will have two copies of this plan, one at home and the other at the workplace for ready access in case of emergencies. During a disaster, the Disaster Team will meet regularly during the day to coordinate activities and monitor progress.

For the Team to operate effectively, members should receive adequate and on-going training including hands-on practice with the different types of materials that might be damaged during a disaster. Team members should receive periodic training updates. Training will be planned and coordinated by the RD.

Contact information for all the team members (work home, or other phone numbers) is included in the Phone Tree. The team should be large enough so that if some members are unavailable, others can be contacted to help. With adequate training, there should be team members who are able to step in as leader or recorder in the absence of those designated. If, in a large-scale disaster, other volunteers are needed, the RD will ask for help.

The Libraries should determine in advance how team members who are classified staff would be compensated for their time if the disaster occurs outside of their normal work schedule. It is possible, with Provost's permission, to pay overtime to staff for work above forty hours per week. The Library's Human Resources Partner will coordinate; provide instructions and procedures to comply with campus policy.

Recovery Director

The individual responsible for building facilities is the "Recovery Director" (RD) and is in charge of disaster recovery for the Library. In the absence of the RD the Dean, Associate Dean or designee will act as RD.

The final decision regarding any recovery questions will be made by the RD; this is to establish a clear line of authority for the disaster recovery firm and to improve efficiency. The RD will consult with the Dean, members of the Disaster Team, the liaisons, and the Unit Head(s) of affected area(s).

Among the on-going duties of the RD are:

- Update the disaster plan and the evacuation plan.
- Tour the building with the fire marshal on an annual basis, and meet as necessary with the fire chief or his designated representative to keep the department informed about changes in the plan and solicit input.
- Ensure that the status of fire extinguishers, smoke alarms, pipes running through the stacks, etc. are checked and recorded on a monthly basis for the R.M. Cooper Library and the branch libraries/units and that appropriate action is taken to correct any deficiencies.
- Ensures that the Business Officer updates the Library's insurance information with the University's Risk Manager on an annual basis.

- Ensures that the Supply Officers or designee inspects the disaster supplies on an annual basis and that the required level of disaster supplies are maintained in the Cooper Library and the branch libraries/units.

In the event of a disaster, the RD will:

- Coordinate with facilities, health and safety personnel—e.g. fire, police, University Facilities, etc.—to stabilize and secure the site (arranging for water and electricity to be shut off, security for the affected building(s), etc.)
- Assess the damage and determine the recovery priorities and needs (manpower, supplies, etc.)
- Coordinate and work with the disaster recovery firm
- Meet regularly with the Disaster Team member(s), the Dean, the affected Unit Head(s), and representatives from the disaster recovery firm, the University Police and Fire Departments, and University Facilities to coordinate activities.
- Make daily reports to the Dean during the recovery process and write a report of the disaster recovery efforts once the process is completed.
- Keep the master inventory of material sent for freeze-drying, repair, etc.
- Review the final disposition of books that are warped or otherwise too damaged to stand on the shelf with the appropriate liaison.
- Communicate with library staff.

Supply Officer

Each branch or location will designate its' team member to also serve as the Supply Officer for that branch or location. The Supply Officer shall serve a term for the same length as his/her regular term on the Disaster Team. The Recovery Director will ask for a volunteer to serve as the Cooper Supply Officer. Finding no volunteer, the RD will appoint the Cooper Supply Officer.

The Supply Officer reports directly, and is an advisor, to the Recovery Director. This person is responsible for obtaining, maintaining, and distributing or allocating recovery supplies before and during a disaster. The purchase of maintenance supplies and their in-house distribution is the first duty of the Supply Officer. Conduct check of the supply inventory three to four times annually and make purchases as needed. Check such materials as batteries or other supplies with a life-span to ensure each is in good working order. In times of disaster, it is this individual's responsibility to coordinate the supply effort by seeing that supplies are available and distributed to team members.

Security and Communications

Security

The University Fire Chief is the ranking officer at the scene of a disaster. Library personnel must have the chief's approval to enter building(s) to begin disaster recovery efforts. If a crime has been committed, such as arson, the University Police Department will maintain jurisdiction over the site and will determine when recovery efforts can begin.

The Police Department will secure the disaster site until recovery efforts begin. The Recovery Director will arrange for security with the contract security company. The RD will also work with the Police Department to designate parking areas for the recovery firm, the members of the Disaster Team, other library staff assisting in the recovery, and the rest of the library staff as needed.

Entrance and exit points will be monitored by security personnel. They will be provided with a list of the individuals authorized to be in the building(s). Disaster Team members and library staff assisting in the recovery efforts will be issued distinctive identification to facilitate identification by security and recovery firm personnel.

Communication

When 911 is called, the dispatcher will contact the Fire Department, the Building Security Coordinator for the affected building (Recovery Director) and the Uniform Patrol Captain; University Facilities may be contacted if there is water involved. The Uniform Patrol Captain will know who has been contacted. The Recovery Director will need to coordinate with the Captain to ensure that all appropriate individuals and departments have been contacted.

There will be a daily morning meeting between the Disaster Team member(s); the Dean; the affected Unit Head(s); representatives from the disaster recovery firm, the University Police and Fire Departments, and University Facilities; and the RD to review the previous day's activities and agree on the course of action for that day. These meetings will occur for the duration of the recovery process.

The RD will make a daily report to Dean on the activities undertaken that day and write a final report on the disaster recovery efforts when the process is completed.

In addition to the RD and Disaster Team, copies of this plan and all updates to it will be made available to library personnel via the secure Staffweb. CU Emergency Management maintains a copy of each building emergency action plan through a controlled web site as well.

Marketing and Communications

The Dean of the Libraries in conjunction with the Libraries' Marketing Communications Coordinator will provide appropriate information to News Services who will inform the University campus and the general public. All media inquiries will be directed to News Services. The Recovery Director and Libraries Marketing Communications Coordinator will act in the absence of the Dean. The RD will communicate with the Libraries' employees and the Disaster Team members and will employ communications methods as appropriate for the public.

Prevention/Protection Strategies

The Recovery Director or designees will be responsible for monitoring emergency response equipment and potential trouble areas in the R.M. Cooper Library Building. This includes monthly inspection of fire extinguishers, exit lights, emergency lights, water pipes, hallways and stairwells to be sure they are free of obstructions and litter, and other areas as needed. Checklists will be used to record findings, which will be given to the RD for appropriate action. The branch libraries/units representatives on the Disaster Team will do the same for each of the branch libraries/units.

The Business Officer will be responsible for updating insurance information with the University's Risk Manager as needed or upon request from the Risk Management Office.

Record for insurance claim purposes time spent processing disaster-damaged material by all library employees, both regular staff and special hires. Staff and student hours devoted to the disaster materials after the initial recovery are recorded in the University time-keeping system. For example, technical services staff may be involved in recovery procedures such as ordering or withdrawing for many months after the event.

Procedures for Responding to Emergencies

The safety of patrons and employees is paramount in responding to emergencies. All library staff will be trained to respond to emergencies. At no time, however, should an employee place him/herself in danger as they follow these procedures. Common sense should always be used.

Each unit will have written detailed procedures as appropriate. In most emergencies, Library Administration should be informed. For purposes of this document, Library Administration members are the Dean, Unit Heads, Facilities Manager and Marketing Communications Coordinator. **Members of Library Administration will contact the appropriate members of the Disaster Team when a disaster situation develops and immediate action is needed.**

A complete incident report (form available on staffweb) should be submitted after the resolution of every emergency. If a situation occurs that jeopardizes the safety of the staff or patrons, a member of Administration or designee will issue security alerts to inform the staff of the incidents and later, of their resolutions.

Branch locations such as Gunnin Architecture Library, Library Depot, Special Collections & Archives and Education Media Center will follow the procedures established by the Building Security Coordinator in their respective buildings.

Emergencies covered in these procedures include:

Fire	Flooding
Power Outages	Inclement Weather
Nuclear Emergency	Medical Emergencies
Active Shooter	Bomb Threats
Suspicious Activities	Dangerous/Life-Threatening
State, National or Other Emergencies	

Please refer to the Communications Plan for any questions about the responsible person to contact in case of an emergency.

Each unit/office/area will designate employees to implement evacuation or other procedures.

STANDARD EVACUATION PROCEDURES

- 1) Pull the fire alarm, call 911 and notify a member of Library Administration.
- 2) Evacuate patrons through the emergency exits on the ground floor and through the 4th floor front entrance/exit doors to a distance of at least 100 feet away.
- 3) Escort wheelchair-bound patrons (on floors other than 3 or 4) to one of the enclosed stairwells behind the fire rated doors. Call 911 to report their location to the dispatcher who will relay it to CUFD.
- 4) Report by radio (channel 9) that the area is cleared.
- 5) A member of Admin or designee patrol the front doors to keep patrons out.
- 6) Report any missing personnel or uncooperative patrons to the Security Officer who will inform the CUFD.

Accountability Area Assignments (Day M-F)

Floor	Unit/Responsible area
6 th Floor	I&RS
5 th Floor	ADS/SB/I&RS
4 th Floor	CGT/P.O.D./I&RS/SO
3 rd Floor	TS/OLT/FO
2 nd Floor	CCIT
1 st Floor	SO

Accountability Area Assignments (Night/Wkd)

Floor	Unit/Responsible Area:
6 th Floor	SB
5 th Floor	ADS/SB/I&RS
4 th Floor	P.O.D./SO/I&RS
3 rd Floor	SO
2 nd Floor	CCIT
1 st Floor	SO

If the SO is alone, he/she will ask the CUPD or CUFD for help as needed.

Each unit will meet at the following predetermined places.

Unit	Meeting Place
Admin/I&RS	East end of Bridge
TS/OLT/CCIT/CGT/ADS/FO	WATT
Custodians	Daniel Hall

Radio channel 9 for Emergency

FIRE

Weekdays:

Pull the fire alarm, call CUPD (656-2222) and notify a member of Library Administration.

An attempt may be made to put the fire out with a fire extinguisher if the fire is small and contained. **In no case** should a staff member endanger him/herself to fight a fire.

Employees assigned to assist in evacuations will evacuate patrons through the emergency exits, through the 4th level front entrance and exit doors to a distance of at least 100 feet away.

Wheelchair-bound patrons discovered on floors other than 3 or 4 will be assisted to one of the enclosed stairwells behind the fire rated doors. A call will be made to 911 to report their location to the dispatcher who will relay the information to the fire department personnel.

After exiting the building, employees will report to the Security Officer that the area is cleared or if there are uncooperative persons. Supervisors will report any missing personnel to Library Administration.

A Fire Department representation will give the “all clear” signal to return to the library.

Evening, weekend, or holiday shifts

All Library and partners staff will start the evacuation process according to assignments.

Evacuate patrons through the emergency exits as well as through the front entrance and exit doors to a distance of at least 100 feet away.

The security officer will patrol the front of the building and move patrons away from the sidewalk (100 feet away). All employees will exit the building and assemble in front of Daniel Hall.

Wheelchair-bound patrons discovered on levels other than 3 or 4 will be assisted to one of the enclosed stairwells behind the fire rated doors. A call will be made to CUPD (656-2222) to report their location to the dispatcher who will relay the information to the fire department representative.

A Fire Department representative will give the “all clear” signal to return to the library.

FIRE DRILLS

Evacuation will take place as if there were a real fire. Once the drill is over, the fire doors will be checked and reset by the Security Officer or his/her designee(s). As a general rule, drills will take place at least once a semester and are timed.

FLOODING

Weekdays

Notify a member of Library Administration and call Facilities Dispatch at 864-656-2186.

Employees will move library patrons and others near the flooded area to another part of the building.

If possible, an attempt will be made to either remove endangered library materials from the immediate area or protect them by covering with plastic sheeting.

Evening, weekend, and holiday shifts

The Security Officer on duty will call CUPD (656-2222) to report the incident. The police dispatcher will begin the emergency notification procedure for University Facilities personnel.

Employees will move library patrons and employees near the flooded area to another part of the building.

If possible, an attempt will be made to either remove endangered library materials from the immediate area or protect them by covering with plastic sheeting.

POWER OUTAGE

Weekdays

Notify Library Administration and call Facilities Dispatch at 864-656-2186 for estimated time of repair. Library Administration will make a determination about closing the building.

Move library patrons and others up from the 1st and 2nd floors until a decision is made to close the building. Follow the evacuation procedures to initiate the process of moving patrons.

During evening, weekend, or holiday shifts

The Security Officer on duty will call the CUPD (656-2222) and ask for an estimated time of repair. He or she will then refer to the phone tree for the appropriate individual to contact.

Move library patrons and employees up from the 1st and 2nd floors until a decision is made to close the building. Follow the evacuation procedures.

INCLEMENT WEATHER

Introduction

Clemson University's foremost concern is the welfare of its faculty, staff and students. These procedures are intended to provide clear and concise instructions on how to respond to an incident that may pose a threat to the health, safety or well-being of the University community.

Procedure

Reporting to Work During an Incident

1. Employees/student workers (hereafter referred to as "personnel") should report to work only when it is safe to do so.
2. When the University closes due to an emergency, only personnel deemed essential for the maintenance of vital operations should report to work.
 - a. Using their college or division's response or Business Continuity of Operations Plan (BCoOP) as guidance, it is the responsibility of the supervisor to establish essential personnel during any given emergency closing and to communicate essential personnel status to affected personnel.
 - b. Because the positions deemed essential may vary according to the nature and timing of the emergency, employees are encouraged to discuss expectations with their supervisor with each incident.
 - c. Nonessential personnel who ignore the emergency closing directive are subject to disciplinary action.
3. Clemson University uses a number of channels to communicate during an incident. Depending on the severity of the disruption, channels can include:
 - CU Safe Alerts page
 - CU Safe Alert text messages via cell phone
 - CU Safe Alert emails
 - Clemson University Public Safety Twitter and Facebook accounts (@ClemsonSafety) Inside Clemson Twitter account (@InsideClemson)
 - Inside Clemson email
 - Clemson University homepage
 - Clemson University current situation line (864-656-9513) – for recorded closure updates
 - Local TV and radio station websites

Inclement Weather or Natural Disaster:

- A. Clemson University officials monitor the conditions/emergency situation before making the decision to cancel classes, close offices or delay openings. Decisions are communicated and updated via the channels listed above.
- B. The University is required to follow official delay and closing determinations applicable to the counties in which Clemson's main and secondary campuses are located. For example, if Pickens County government delays the opening or closing of government offices, Clemson's main campus follows the same schedule. Any closings or delayed openings of state government offices are posted on the South Carolina Emergency Management Division's website.
- C. In situations where the University makes the decision to close a campus while the county remains open, personnel should follow the direction of the University.
- D. Four sources of information regarding county closings and delayed openings of county/state offices are available:

- i. South Carolina Educational Television (SCETV) broadcasts a "crawl" showing the information and announces it on SCETV radio. SCETV and SCETV radio broadcast the information state-wide.
- ii. Information regarding closings and delayed openings is posted to the South Carolina Emergency Management Division's web site as quickly as it is received.
- iii. The South Carolina Emergency Manager Mobile App is a personal emergency management tool that displays a complete list of all state and county government closings.
- iv. Local commercial news media outlets typically broadcast, post on their web sites, and/or disseminate through social media any deviations from normal operations for county offices. That information applies to state agencies located in those counties.

Note: Do not call county emergency management offices for closing/delay information.

Compensation and Timekeeping During an Emergency Closure

Non-Inclement Weather Incidents

- A. Leave-eligible employees can use annual leave, compensatory time, or leave without pay for time missed.
- B. Personnel can make up missed time by working with their supervisor to flex their schedule (within the same workweek if possible).
 - a. Schedules flexed to address missed time must be approved by the supervisor and must be recorded in the same manner as regular time worked (i.e., Kronos or timesheet).
 - b. If the flexed schedule will result in overtime, prior vice-presidential approval is required.

Inclement Weather Incidents

- A. S.C. Code Section 8-11-57 allows the South Carolina governor to provide leave-eligible employees up to five days of leave with pay for absences from work due to a declared state of emergency for hazardous weather (i.e., forgiven time).
- B. Hourly personnel should not submit leave (paid or unpaid) within the University's time and leave system until advised how the closure will affect their compensable hours.
- C. Salaried employees should submit emergency closing leave as a placeholder to account for missed time until additional guidance is provided.

When Time is Forgiven by the Governor (for leave-eligible employees)

- 1. Leave-eligible employees who were scheduled to work, but did not, during an incident for which the time is later forgiven do not need to take further action with regard to forgiven time.
- 2. Essential personnel who work during forgiven time should receive the following compensatory time:
 - a. Exempt employees earn holiday compensatory time on an hour-for-hour basis. Time worked during a closing must be reported to the division's Kronos payroll specialist, who will input the time in Kronos.
 - b. Nonexempt employees earn regular compensatory time on an hour-for-hour basis.
- 3. If an employee is on paid leave (e.g., annual leave) during time the governor later forgives, the employee's paid leave is replaced with hazardous weather leave.

When Time is Not Forgiven by the Governor (includes personnel not eligible for forgiven time)

- 1. If the time is not forgiven, personnel can use annual leave, compensatory time, or leave without pay for time missed.
- 2. Personnel can make up time by working with their supervisor to flex their schedule (within the same workweek if possible).

- a. Schedules flexed to address missed time must be approved by the supervisor and must be recorded in the same manner as regular time worked (i.e., Kronos or timesheet).
 - b. If the flexed schedule will result in overtime, prior vice-presidential approval is required.
3. In accordance with State Human Resources Regulation 19-712.01 k., Clemson allows personnel the option to make up work at a time that is agreeable to both the individual and the supervisor.
 4. Note: As salaried nonexempt employees make up work, any overtime will be compensated at half time, because the employee's regular hourly rate has already been paid.

Resources

Emergency Closing Policy

CU Safety

South Carolina Emergency Management Division Time and Leave System (Kronos)

SEVERE THUNDERSTORM WATCH OR WARNING, TORNADO WATCH

The Security Officer on duty will monitor radio weather reports and/or Internet data and be prepared to respond if the situation becomes threatening.

Patrons and others will be evacuated to the lower floors and instructed to avoid elevators and use the stairwells to move from one floor to another.

NUCLEAR EMERGENCY

Consideration will be made to evacuate Clemson University during an ALERT event if conditions at the Oconee Nuclear Site are degrading. This would be considered a precautionary evacuation. Should an incident occur at the Oconee Nuclear Site, Clemson University Police Department will receive the initial notification from Pickens County Emergency Operations Center.

Clemson University will alert the students, faculty and staff by using various communications systems. These would include building alarms, Inside Clemson fax, electronic mail, by phone and personal notifications. The University Police and Fire Departments will use vehicle public address systems to alert the outside areas and off-campus housing. Additional notification to residence halls and apartments will be done using Housing Staff.

Faculty and staff should follow emergency directions provided for their respective residences unless directed otherwise by the University. Oconee Nuclear Station Protective Action Zones, Shelter Locations and Pick-up Points are located at http://www.clemson.edu/campus-life/campus-services/cufd/campusemergencymanagement/oconee_nuclear_station.html

Begin evacuation procedures. Clear all floors and direct employees and patrons to the nearest fire exit. Students that cannot go home will report to **Littlejohn Coliseum**. Students will then be transported to the T. Ed Garrison Arena. Clemson Area Transit buses may be available to transport students who live off campus and have no transportation to the Coliseum. This is a staging area. These students will either be provided assistance to go home or will be provided shelter in motels and/or hotels that are located outside the 10-mile emergency planning zone. The University Student Affairs Division personnel and Duke Power insurance provider will assist students staged at the Garrison Arena..

MEDICAL EMERGENCIES

Individual discovering the medical emergency will call 911 to request an ambulance and, during the day, notify Library Administration. During evening, weekend, and holiday hours, notify the Security Officer. The caller should give the information concerning the nature of the medical emergency and where the patient is located in the building. EMS should be directed to the West Side employee entrance where a library staff member will lead the paramedics to the patient. If use of the elevator is necessary and additional personnel are available, a library representative shall recall the elevator and hold the elevator for the paramedics.

Keep the victim of the emergency comfortable and observe him/her until help arrives so that pertinent information may be given to the paramedics. If necessary, someone with **proper training** may administer CPR. **DO NOT ATTEMPT TO MOVE THE VICTIM** unless there is immediate danger to them. For medical emergencies regarding library employees, contact CompEndium services at 1(877)709-2667 to report the incident after the immediate danger is over.

ACTIVE SHOOTER

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

Good practices for coping with an active shooter situation

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit

If there is an accessible escape path, attempt to evacuate the premises

- If you are in an office, stay there and secure the door
 - If you are in a hallway, get into a room and secure the door
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.

CALL 911 WHEN IT IS SAFE TO DO SO!

BOMB THREAT

Suspicious objects or packages in or around the Library premises

Do not disturb any suspicious object or package.

During the day, notify Library Administration, call CUPD (656-2222) and ask for instructions on building evacuation. The immediate area may be evacuated.

During the evenings, weekends, or holidays call CUPD (656-2222) and request instructions on building evacuation.

Telephoned threat

The staff member receiving the call should remain calm and attempt to get information on the location, type, and scheduled detonation time of the bomb and the motive.

When feasible use the Bomb Threat Checklist to record the exact words of the caller, as closely as possible, while he/she is still on the phone. NOTE: The Bomb Threat Checklist is available on the staff web. All units, offices, and public service desks should have a copy of this form and make employees aware of its specific location.

Evacuation procedures should begin immediately.

During the day, the individual taking the call should call CUPD (656-2222) and alert Library Administration. During the evening, weekend, or holiday shift call CUPD (656-2222) and the Library Services desk personnel should be called at 656-1557.

Mail threat

If a bomb threat is received in the mail, the letter and envelope should be wrapped in paper or placed in a separate envelope and taken immediately to Library Administration.

A member of Library Administration will call CUPD (656-2222) and ask for evacuation instructions. Do not touch or handle the envelope or contents **more than is absolutely necessary** once the threat is recognized.

Email threat

If a threat is received by email, the substance of the message will be printed and taken immediately to Library Administration.

A member of Library Administration will call CUPD (656-2222) and ask for evacuation instructions.

SUSPICIOUS ACTIVITY

Do not confront a person who appears to be violent or presents potential physical danger to themselves, others, or to library materials. Go to the nearest phone and call CUPD (656-2222). If in doubt, consult with a supervisor, Unit Head or member of Library Administration.

Notify the Security Officer on duty.

If a patron reports the incident, request that he/she wait for the CU Police Department to submit a report with details and description.

DANGEROUS OR LIFE-THREATENING SITUATIONS

If a library staff member is faced with a situation such as an armed person, robbery or the like, the staff member should:

Remain calm.

Cooperate with request.

Protect themselves. When possible, get to a safe area and call 911.

STATE, NATIONAL OR OTHER EMERGENCIES

Clemson University will alert students, faculty and staff by using various communications systems. These would include building alarms, Inside Clemson fax, electronic mail, by phone and personal notifications. The University Police and Fire Departments may also use vehicle public address systems.

Library Administration will make a determination when/if to close the Library based on the information available and severity of the emergency.

If Library Administration determines that an evacuation is necessary, follow normal evacuation procedures.

General Disaster Recovery Procedures

- Follow the procedures for reaction to a disaster as stated in the Summary of Emergency Procedures and Emergency Call Lists.
- If at all possible, stabilize the area; must ensure separation of damaged materials from non-damaged as soon as possible, without risk of injury. This includes cutting power to wet areas and removing undamaged materials, removing undamaged materials from areas where smoke may permeate and cause future damage, etc.
- Make sure direct access to the building is available; receiving entrance needs to be clear so that people and equipment can get into the building.
- Determine type of material and extent of damage; identify different types of material (CD's, photos, microfilm etc.) that need special treatment.
- Determine the scope of work.
- Begin boxing and freezing high priority items before disaster recovery firm arrives.
- Staff may be called upon to help identify priority items in their area; if a staff member realizes that priority item(s) are in an office/work area, they should notify the Recovery *immediately*.
- Materials selected for repair/preservation will be inventoried using procedures outlined in "Response Procedures for Water Damage Emergencies."
- If area is stable and RD has determined that it will not interfere with the total recovery operation, staff will be allowed to recover personal items from workspaces.
- If possible, Acquisitions and Cataloging will identify items that have not yet been entered into the catalog.

Response Procedures for Shelving Collapse and Other Structural Accidents

The first step in the disaster recovery process is for Disaster Team members and/or staff volunteers to photograph and carefully document all the areas affected by the disaster.

The Recovery Director will work closely with the unit head of affected area and keep the Library Administration informed of the damage and repair/clean up operations. This may include rebuilding and bracing of shelving by either University Facilities or an outside contractor.

The process of rebuilding collapsed shelving may be slow to start due to negotiations with contractors, insurance adjusters, or University Facilities. Once the process begins it may be temporarily halted due to issues of materials or staffing. Knowing the possible delays ahead may help make waiting tolerable.

The unit head or other members of the unit will be asked to assist in the process as needed.

Recovery must include:

- Sorting damaged materials for treatment evaluation.
- Evaluation of the damage by RD.
- Decision making on individual items by subject specialists.
- Repair or reformatting of damaged materials.
- Developing a staging plan for re-shelving undamaged and/or repaired/reformatted materials.

Recovery may also include:

- Evacuation of materials to new location until shelving can be rebuilt.
- Organization and coordination of volunteers or paid employees to re-shelve materials.
- Closing the affected area to patrons and staff outside affected department.
- Making arrangements for reference or paging services for patrons and staff.
- Public relations work with the public and with library staff including the care of “tourists” who will want to view the affected site. Care must be taken to protect their safety as well as describe what occurred and the process of recovery.

Response Procedures for Water Damage Emergencies

The first step in the disaster recovery process is for Disaster Team members and or/staff volunteers to photograph and carefully document all the areas affected by the disaster.

NOTE: In most disasters, recovery will be performed by one of the pre-approved professional recovery companies; the Disaster Team will handle only immediate needs and smaller occurrences where it is decided to handle recovery locally.

If the disaster affects more than one collection or more than one type of material, priorities will need to be set to determine which collections/items will be recovered first. This decision should be made in consultation with the Recovery Director, the Disaster Team, and the liaisons responsible for the damaged collections. Priority salvage lists included in the appendix will be used as a guide. If there is fire damage as well as water damage, water-damaged material takes precedence over charred material.

In order to cope successfully with a water damage emergency, it is essential that members of the Disaster Team are familiar with water damage emergency procedures including location and sources of supplies and freeze drying facilities.

- Summon the appropriate personnel.
- Inform the University's Risk Manager.
- Control environmental conditions.
- Divert running water from library materials by covering them with plastic.
- Remove standing water with wet/dry vacuum.
- Advise University Facilities to lower temperature and humidity.
- Increase air circulation with portable fans and use portable dehumidifiers as necessary.

Paper Based Materials

Immediately photograph the affected area and damaged materials before recovery process. Digital cameras and disks are stored in the Administrative Office and Gunnin Architectural Library, and should be used if available. Recyclable flash cameras are available in the Disaster Supplies. Consult Peter Waters' *Procedures for Salvage of Water-Damaged Library Materials*, if more detailed information on recovery procedures is needed. A copy is included in each Disaster Team member's packet.

Moving Oversize Items

If an item cannot be moved using a truck, use nylon netting to carry the item to the recovery/work area.

Cleaning Books

Do NOT use brushes to clean books! The use of a brush only imbeds the dirt more firmly into the pages and covers. Instead, use sponges to gently wipe off the covers. To wash the books, hold them tightly together and quickly dunk them into a large bin of water; change the water in the bins frequently. Work tables should be covered in plastic and wiped down using a diluted solution of Lysol.

Freeze Drying

Carefully pack wet materials in boxes, loosely wrapping every other volume separately with freezer paper. Do not attempt to press out excess water. As much as possible, do not pack volumes flat, but rather pack with either the spine or fore-edge down. Do not over-pack boxes; the boxes should remain stackable.

For material in each box, record as much of the following information on the inventory form (see page 30):

- Call number and title (latter may be abbreviated);
- For serials, also record volume numbers;
- The floor where the material came from;
- Any other location information (e.g. Cataloging, Popular Reading Collection, Reserves and Media) if items in the box do not come from the general stacks;
- The total number of items in the box (at bottom of last page for box);
- Box number;

- The page number of the inventory for the box;
- And the initials of the individual filling out the form.

Record the location information, the box number, the number of items in the box, the call numbers and titles of the first and last items in the box (for journals include the volume numbers as well), and the inventory sheet number (not page) on the label (see page 31) of each box. Place the yellow copy of the form in the box. The recovery Director will collate the separate inventory lists into a master inventory list that the RD will maintain until the conclusion of the recovery efforts.

Procure flat trucks and book trucks to transfer the wet material to the receiving area when transportation to the recovery facility (for freeze-drying) is available. If there is a delay, the material should be stored in the coolest and driest environment possible, and provided with maximum air circulation.

Air Drying

- Cover work tables with plastic sheeting then blank newsprint or paper towels.
- Stand books on head end (upside down.) If very wet, do not fan pages; open the covers slightly and let stand while draining. If time allows, place a toothpick under each cover past the center towards the spine to keep the book slightly tilted.
- Place paper towels under the front and back covers. Change these towels and those under the books frequently.
- As the books dry, slowly and carefully begin interleaving with newsprint or paper towels at intervals of about 50 pages starting from the back of the book. Keep the books upright during the interleaving/drying stage.
- If books are only slightly affected, or wet around the edges only, they can be immediately fanned out to dry.
- Arrangements should be made to monitor the water-damaged area for potential after effects such as mold or high humidity.
- Fans should be used to keep air circulating.

Procedures for Returning Recovered Books to the Shelves

A staging area must be established for storing and sorting the books that return from the freeze-drying facility. Possible locations for the temporary storage of boxes include the employee hallway on Level 3 or an area close to the location where materials will be re-shelved or sorted. For example, in the 2000 water disaster on Levels 1 and 2, the boxes were unloaded in the Level 3 employee hallway and transported to Level 2 for sorting.

Copies of the inventories for each box should be made available to the team responsible for unpacking the boxes. As boxes are unpacked, sufficient shelf space must be made available for sorting. If possible, boxes containing similar call numbers, as identified by the inventories, should be unpacked together, to facilitate sorting.

As books are removed from the boxes, any books that are warped or otherwise too damaged to stand on the shelf will be placed on separate shelves or on carts for review. The Recovery Director and Subject Librarian responsible for the subject areas will review materials and make decisions.

Damaged books will be sorted onto shelves in three categories; books that can clearly be salvaged by rebinding, those which are more damaged but may be candidates for rebinding, and those that are clearly ruined or not worth rebinding.

Books for rebinding will be reviewed by library bindery personnel, then processed to be sent offsite to the bindery. Separate bindery invoices must be maintained for insurance records.

Re-shelving Procedures

A large area with shelving is needed to sort materials. Level 2 shelving located outside the staff lounge is a suitable area for a large number of books. Use the area as a “mini Sorting Room” to sort the materials into call number groupings. Label the shelves with general call numbers. Begin sorting books on shelves. When unpacking is completed, move books back to the appropriate shelves.

Cataloging Procedures

Cataloging will assess the situation and will provide as thorough an accounting as possible. The procedures below may be applicable and are the preferred option; the determination to use these procedures will be made by Cataloging.

- Withdraw items from online system following cataloging discard procedures. Include notation concerning disaster, which can later be used to extract these items.

- Print out bibliographic record and holdings records (copy holdings and MARC holdings records in MILLENIUM) for each item. Also keep electronic copy. Printouts will be used by reference personnel to identify materials to be replaced and are also required by insurance adjuster.
- Stamp material “DISCARD” per cataloging procedures
- Box discards and retain for insurance adjuster. Number the boxes and write the box number on individual printouts of items enclosed.
- Retain item count of discarded materials.
- When all damaged books have been processed, insurance information should be collected and a claim compiled by administrative personnel.
- Once the library receives replacement funds from insurance, books should be selected and ordered for the collection by the subject specialist librarian.

Acquisitions Procedures

Acquisitions will assess the situation and will provide as thorough an accounting as possible. The procedures below may be applicable and are the preferred option; the determination to use these procedures will be made by Acquisitions.

- After the evaluation of damaged titles by the appropriate liaison, decisions are made regarding replacement or rebinding.
- The liaison submits order requests for those titles that were beyond repair.
- Those titles that can be salvaged through rebinding are sent to the contract bindery for processing. They will be billed on invoices separate from the regular shipments.
- In order to track expenditures for replacement titles, a separate fund is created in MILLENNIUM called Replace.
- As the replacement titles are received, they are processed in the normal manner in MILLENNIUM and the invoices are submitted to the Administrative Assistant in the Administrative Office for processing.
- Titles sent to the bindery are received normally and the bindery invoices given directly to the Administrative Assistant for processing.
- The Acquisitions Unit retains a copy of each invoice processed for the replacement titles and rebound titles. Additionally, the pink slips associated with internal bindery

procedures are kept in order to have a list of those titles sent to the bindery. These copies are given to the Recovery Director who will forward them to the University Risk Manager for insurance purposes.

- The library budget will be reimbursed for the funds used to replace and rebind the damaged titles.

Non-Paper Based Materials

Non-paper based materials will be inventoried in the same manner as paper based material. The format of the non-paper based material (e.g., video tape, compact disc, audio tape) should be recorded on the box and the inventory list in order to facilitate preservation and repair of the items.

Photographic Prints and Negatives

Photographic collections in CU libraries are held by Special Collections and Architecture. The wide variety of chemical and physical compositions of photographic materials, and their original processing methods, means their response to recovery procedures will vary greatly. Remove from water as soon as possible and begin drying. If they cannot be dried, they should be frozen.

If photographs must remain in water, keep temperature low, ideally as low as 40°F.

If personnel and time are available, proceed in this order:

- Air dry (without freezing)
- Freeze, thaw, air dry (*not wet collodian glass plates*)
- Freeze-dry in vacuum chamber (*not wet collodian glass plates*)

Salvage Priorities for Wet Photographs

- Prints for which there no negatives should be salvaged first. Important exceptions are nitrate and safety films which are very susceptible to water damage.
- Ambrotypes, tintypes, collodion wet plate negatives, gelatin dry plate negatives, nitrate or safety film, and color prints should be salvaged before other types of photographs.
- Daguerrotypes, salted paper prints, albumen prints, collodion prints, platinum prints, and cyanotypes are more stable in water and are less affected by water than the types mentioned above.

Air Drying Photographs

- Separate photographs from their enclosures, frames, and each other. If they are stuck together, set them aside for freezing.
- Allow excess water to drain.

- Dry the photographs (especially large photographs) vertically, hanging them on a line with plastic clips placed at the edges. If this is not possible, spread the photographs out to dry, face up, laying them flat on an absorbent material such as blotters, unprinted newsprint, paper towels, or a clean cloth.
- Keep the air around the drying materials moving at all times. Fans will speed up the drying process and minimize the risk of mold growth.
- Negatives should *always* be dried vertically.
- Photographs will curl during drying, but they may be flattened later.

Freezing Photographs

- If photographs are stuck together, freeze them.
- Wrap or interleave individual photographs or groups of photographs with waxed paper before freezing.

Drying Frozen Photographs

- Frozen photographs are best dried by thawing, followed by air drying. As a stack of photographs thaws, individual photographs can be carefully peeled from the group and dried vertically (see above).
- Photographs can be vacuum freeze-dried; in this process no thawing occurs.
- *Wet collodian glass plates must never be freeze-dried; they will not survive.*

Slides

Slides can be rinsed and dipped in a slide cleaner, or similar commercial product, then air dried. To dry, remove from the frame, hang on a line or prop on edge. When dry, slides may be remounted.

Microforms

The term microform as used in this document includes microfilm and microfiche. Microform collections are held by Public Documents, Reference, Reserve, and Media Services, and Special Collections.

Water Damage

Film and fiche should be kept in distilled water (or clean tap water if distilled water is not available) until they can be checked quickly for readability as part of the early recovery process. If the only damage appears to be water spots or other surface contamination, the film can probably be recovered in-house. This step can take place later. Set film aside—*leaving it submerged in water*—and proceed to more crucial recovery tasks.

Cleaning and Drying Procedures

Check to see if blistering or de-lamination has occurred. If it has, discard, after noting record, title, volume, and reason for destruction on the inventory forms.

If the film has suffered no visible damage, clean film in-house

- Rinse in cool, clean water.
- Dry on lint-free, absorbent, non-abrasive cloth or paper toweling.

When all microform materials have been cleaned and dried, check them randomly (or item by item) for image problems that may indicate disaster-related damage or the possible eruption of mold.

If any indication of mold is found, send film to a professional processing laboratory for further cleaning. The mold will cause image loss and eventually migrate to other records stored in the same area.

Chemical Contamination/Damage

Paints and varnishes contain elements that contribute to the formation of microscopic blemishes on film. Allow four weeks before storing microfilm in a room that has been painted. Older vesicular films release acid fumes. They should be stored separately from other films in polyethylene containers.

Magnetic Media

Magnetic media, like microforms, should be kept in distilled water (or clean tap water if distilled water is not available) until they can be checked for damage and cleaned, if recovery is done in house.

Magnetic tape is fairly heat resistant and can withstand temperatures of 200°F for up to one hour without suffering severe damage. Smoke damage also poses few problems and usually on the exposed surfaces have to be cleaned. Prolonged exposure to water is more serious since it causes

leaching of chemicals from the tape. If a back up copy is available, it is usually better to discard the water-soaked original.

Often, however, contamination by water and other substances is mainly confined to the outermost layers of the tape. In this case:

- Wash the exposed edges with clean water and leave the tapes out to dry without heating.
- Once dried, fast wind the tape against a felt pad (without the tape contacting the heads) to remove dried foreign materials from the oxide and base surfaces. Little can be done to clean cassettes and cartridges because most designs do not permit them to be opened up to clean off mud or other contaminants. As a last resort, they may be opened and cleaned as above.
- Once cleaning has been completed, re-record onto a new tape. A decision can then be made as to whether the original will be discarded or saved.

Discs

High humidity is more likely to damage packaging and labels than the actual discs. Since the packaging and labels are paper, they are more susceptible to mold which can then damage the actual disc.

- Immediately remove discs from sleeves and jackets. If labels are separated, remove, being careful to mark the center of each disc with an identification mark with a grease pencil, or note the matrix number in the center of the disc. Jackets and labels should be dried like any other paper material.
- Wash disc in the Disc Washer fluid, using a soft cloth or brush to remove any dirt particles. Air dry discs, or dry with soft lint-free cloth.
- If large numbers of discs need to be removed for cleaning, pack in plastic milk crates with a padding of ethafoam on the bottom. Pack discs vertically interspersing a layer of ethafoam every twenty-five discs.
- Compact discs should not be wiped in a radial motion; rather they should be wiped from the center to the outer edge with straight sweeps.

Electronic Equipment

All electronic equipment, whether it is the desktop workstation, servers, printers, scanners, or network equipment, needs to be protected in the same way. Software and data residing on the affected machines should have either the original media containing the software (or proof of licensing) or back-up copies stored in a safe environment to allow reloading to the machines if necessary.

- Safety is of primary concern. If water is encroaching on machinery, cut power to the equipment. The safest way is to shutdown the circuits powering the equipment. Failing that, unplug the equipment by pulling the insulated power cord to the equipment itself instead of from the electrical outlet.
- Cover the equipment with plastic sheeting to prevent infiltration of either dust or water into the machine.
- Remove the equipment to a dry, dust-free environment as soon as possible to assess damage.
- The Recovery Director will work with disaster recovery firm to arrange retrieval of data from damaged drives and any other restoration work needed.

