

# Emergency Preparedness & Response Plan

**PUBLIC EDITION**



## *Claude Moore Health Sciences Library*

*1350 Jefferson Park Avenue  
P O Box 800722  
University of Virginia Health System  
Charlottesville, VA 22908  
(434) 924-5444*

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Revised August 2008



**CMHSL Disaster Plan**  
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## EMERGENCY INFORMATION QUICK REFERENCE!

### What to do immediately:\*

- **stay calm!**
- **if time is a factor (medical emergency, fire), call 911 and then notify Circulation at 924-5444**
- **if time is not a factor (e.g. reported theft, suspicious person, smell of fumes), notify Circulation at 924-5444**
- **Circulation will notify the ERC immediately**
- **the ERC will initiate response procedures**
- **the ERC will report as required**

**\*This guide is NOT A SUBSTITUTE FOR THINKING! If, in your judgment, there is a more effective response, use it, then report according to the procedure.**

### Who is the Emergency Response Coordinator?

1. **the Associate Director for Collection Management & Access Services (CMAS) (Dan Wilson) is the Emergency Response Coordinator (ERC) when he is in the building**
2. **the Circulation Supervisor on duty is the designated ERC when Dan is absent** (Adrienne Granitz, Circulation Supervisor—weekday daytime, Tony Hiserman, Evening Supervisor—Sunday through Wednesday evenings).
3. **other Circulation staff are designated ERCs** according to the day and time of day: Jamie Anderson, Circulation Assistant, Thursday evening or in Tony's absence, Steve Murphy, Circulation Assistant—Friday evening and Saturday).
4. **the person staffing the Circulation desk is in charge** whenever the ERC is absent

### Notification when the Library is closed:

When emergencies occur during hours the Library is closed, the following will be notified at their homes by University Police or Hospital Security:

**Associate Director for CMAS:** Dan Wilson—XXX-XXXX

**Director:** Gretchen Arnold—XXX-XXXX

## EMERGENCY LIBRARY OPENING

### You're all alone...

Should you find yourself the only staff person present at the Library some morning, in the event of an epidemic, inclement weather, or other emergency, here are services we have identified at this point as being essential to our patrons, with instructions for providing them on a limited basis.



### Getting into the library:

- use your HS ID at the card-key mechanism beside the staff entrance on the second floor to get into the library
- if the card key system is not operating or if you don't have your ID with you, dial "0" on one of the paging phones in the hallway and ask for Hospital Security, or call 982-4313. Request that someone meet you at our main entrance on the second floor to let you in. (Security may ask you to wait while they verify your employment here if you do not have your ID.)
- if no one from Circulation is here, verify that the library has not been officially closed by calling the main library phone number, 924-5444
- if there is no message about closure of the library, call Dan Wilson or Gretchen Arnold to find out whether you should proceed with opening the library (see contact info on the Emergency Information page—beginning of the plan)
- if you are directed to open the library, follow these procedures:

### Opening procedures (leave first floor computer lab and study rooms on auto-pilot):

Find the copy of the Circulation Quick Reference manual that is shelved at the Circulation Desk. Find "Opening Procedures" and follow the steps.

### *If there is not time to do everything in time to open, do these things in this order:*

- turn on all the lights (panel in Circ near the cash register)
- get the XX key from the Circulation key box
- go downstairs to Cabell, unlock the door with the XX key, and turn on the room lights
- go out to the After Hours area and open the *right hand door of each set of double doors* to the library
- return to the lobby and go downstairs, turn on lights in LRC public areas (leave the lights off that are over the former LRC service desk)
- open the front doors (push the two outer doors open into the hallway)
- come back to Circ and do the rest of the Opening functions (see Circ manual)

### Helping patrons at the Circulation desk:

- the Circulation desk is the only one that must be open whenever the Library is open
- if you are the only one here and you are not a member of Circulation's staff, you can still provide some basic patron services at Circulation by following the procedures in the Circulation Quick Reference manual. However, as a non-Circ staff member, your

e-services login will not be mapped to some of the functions you will need on the service desk computers at Circulation.

- if you can't get WorkFlows to process transactions online, write down information, such as patron name, the barcode number of the item, or Transaction Number for Document Delivery articles. Use the offline checkout forms, found at the Circulation desk, or just start a list on paper.

### **Document Delivery requests (Borrowing procedures), ILLiad password reset:**

- in the Circulation Quick Reference manual, find the *ILLIAD Procedures* section. Follow the instructions listed for each function. If you are not able to log into the ILLiad client, write down the patron's name and the transaction number off the invoice (top sheet, clipped to the article) and what you did.
- if a patron comes in to pick up a request and needs to pay cash (the invoice will say), and you do not have access to the Circ cash register, they must pay you with exact change or write a check (made out to UVa)
- keep the money and give it to the first person from Circ or Document Delivery that you see. If no one from either department is able to be here, put the money in a secure place and leave a note for the Circulation Supervisor, specifying where the money is and what it's for (Photocopy or ILL) and the transaction number (TN) of the request. (You will see both of these will be on the invoice that is attached to the article.)

**Historical Collections:** the Historical Collections area and all materials and are not available to the public during times of limited staffing, unless otherwise directed by the Curator for Historical Collections, Joan Klein. If there should be an urgent request from the School of Medicine, the School of Nursing, etc., contact Joan via telephone (see Communication page)



### **Closing the Library:**

If you are directed to close the Library, you can find the procedure in the Circulation Quick Reference manual. Most important when closing:

- make sure everyone has left the Library (check bathrooms)
- close entrance doors
- turn off lights and lock the Cabell Room door (key XXX)
- close the doors into the After Hours study area
- turn off lights in the lobby and journal room
- make sure the main entrance doors lock behind you when you leave (they do not re-lock themselves after someone uses a key to get in). The key to the main entrance (XXX) is kept in the cash register in Circulation. You need a code to open the drawer. If you don't have a code, call Security to meet you at the main entrance and lock the door when you leave.)



## **TROUBLESHOOTING:**

### **On-line access issues—problem-solving procedures:**

If our patrons are having difficulty accessing databases or on-line resources, and it seems that the publisher's site might be down, call Dan Wilson at home (XXX-XXXX). He will determine whom to call in order to investigate the problem.

If patrons inside the Library are not experiencing access problems but someone calls from off campus about it, their problem is most likely a proxy problem rather than a publisher problem. To help patrons with proxy problems, direct them to our proxy set-up procedures, which are linked to our home page:

<http://www.hsl.virginia.edu/services/howdoi/hdi-proxy.cfm>. The instructions can be found from the library's home page by clicking on "Connect from Off Grounds" at the upper right.

### **Contact info for Facilities Management, Environmental Services, PCS, etc. for building/equipment issues:**

If you need to call in a problem with the building, such as an overflowing toilet in the hall bathroom, room temperatures that are too cold or too hot, etc., look in the Circulation Quick Reference manual and find the page entitled "Phone Numbers." On weekdays and evenings, call Facilities Management.

This page also lists the appropriate phone numbers for PCS, who is responsible for the service on the public photocopiers and printers, including paper and toner supplies.



## INTRODUCTION TO THE PLAN

The following priorities determine the contents of our disaster plan. Our plan strives to address prevention, preparedness and recovery for:

- First:** *safety of staff and patrons*  
**Second:** *continuing service to our patrons*  
**Third:** *salvage and recovery of our collection and the facility*

**Our plan is based on our assessment of risk to our library** based on both events that have happened here in the past, and other events for which we believe we could be at risk at our institution and in our locality. From our assessment, we created a list of potential emergencies or disasters for which we should be prepared. They are listed alphabetically by event title (see Table of Contents) within their section. All “first-responder” library staff members (Circulation staff) are trained to respond according to these procedures.

**The Health Sciences Library participates fully in emergency preparedness and response activities provided by the University of Virginia.** Our plan provides information and procedures specific to our staff and patrons, our collections and our building, but they are subordinate to any orders from the University of Virginia with regard to preparedness, response and recovery. While reports of incidents may be reported in the library, we may also be notified of emergencies via text message or email as part of the University’s notification system. We will initiate whatever response is called for throughout our building and its occupants.

The **Appendix** to the Disaster Plan contains supporting documentation, including building floor plans with locations of fire extinguishers and alarms, our collection salvage priorities, inventory of disaster supplies, and certain procedures deemed essential from several library departments.

**Authorship:** The CMHSL Disaster Plan is composed and maintained by the Associate Director for Collection Management & Access Services (CMAS), Dan Wilson, and the CMAS Project Assistant, Susan Yowell, under the guidance of the Library Director, Gretchen Arnold. All department heads are responsible for providing information for their own sections and for providing timely updates when requested or when information changes.

**Scheduled Updates:** The CMHSL Disaster Plan is reviewed and updated quarterly each year, or whenever it is necessary to revise or add information (such as whenever a risk situation changes or a new one appears). Scheduled reviews will be on or about March 21, June 21, September 21, and December 21 each year. (Reviews are scheduled for the Monday closest to the equinox days for each season.)

## DISTRIBUTION OF DISASTER PLAN MANUALS

**One copy to be kept on-site:**

- **Circulation Desk (for use by ERC, maintained by the Circulation Supervisor)**
- **Administration (maintained by the Financial Assistant)**
- **Project Assistant, Collection Management & Access Services**

**(3 copies)**

**One copy to be kept off-site (LOC members):**

- **Gretchen Arnold**, Library Director
- **Dan Wilson**, Associate Director for Collection Management & Access Services
- **Bart Ragon**, Associate Director for Technology & Development
- **Andrea Horne**, Associate Director for Information Services
- **Wilma Lynch**, Administrative Services Manager

**(5 copies)**

**One copy to be kept off-site:**

- **Jonathan Lord**, Collection Development Librarian
- **Joan Klein**, Curator and Assistant Director for Historical Collections

**(2 copies)**

**TOTAL: 10 copies**

\*\*\*\*\*

**Abridged copies, one each, to be kept off-site:**

- **Adrienne Granitz**, Circulation Supervisor
- **Tony Hiserman**, Evening Services Supervisor
- **Sue Daddezio**, Technical Services Supervisor
- **Jeri Davis**, ILL/Document Delivery Supervisor
- **Sonya Coleman**, Assistant to the Director for Historical Collections

**(5 sets: Communication Plan page, Library staff home phone numbers, Library staff work phone numbers)**



## PREVENTION

### **To prevent the spread of disease:**

- Library staff members are encouraged to take advantage of the free flu vaccines given by the Hospital when they are available to non-healthcare workers
- areas of the Library will be supplied with antibacterial hand cleaners, and staff members are encouraged to use these and to wash hands frequently, especially staff who are in contact with the public at the service desks
- the service desks are provided with antibacterial hand solution as well as disinfectant wipes for the telephones, keyboards and computer mice
- if any staff member is sick and in a contagious state, he/she should stay at home after calling their supervisor, rather than coming to work and possibly spreading disease

### **To prevent fire:**

- all Library employees adhere strictly to the fire codes established for the Commonwealth of Virginia (see <http://www.vfpa.org/codes/2006SFPC.pdf> for more information)

### **To prevent flooding through the outside door to Historical Collections:**

- landscaping outside Historical Collections should be maintained in such a way that water is diverted from the outside entrance of Historical Collections
- in the event of a severe storm with high winds, monitor the situation at the exterior door from Historical Collections to Lane Road. If water comes in between or under the doors, initiate flood mitigation procedures.

### **To prevent theft:**

- signs are posted throughout the Library warning patrons not to leave their personal possessions unattended
- Library staff should secure their valuables at all times. There have been thefts from staff areas during hours that the Library is open.

### **To prevent incidents of suspicious behavior:**

- access to the Library is restricted or limited by its location, and especially during weekends and evening hours when the patio doors are HS ID-access only
- Circulation staff monitor all patron traffic entering and leaving the Library, as well as maintaining an awareness of the behavior of patrons inside the Library and visible in the hallway

## PREPAREDNESS

Since emergencies are, by nature, not able to be predicted or anticipated for the most part, *the most important aspect of disaster/emergency response planning is preparedness*. Our preparedness activities are designed to enable us to respond quickly to keep people safe, to continue to provide our essential services in emergency, and to salvage our collections. Our goal is to have the following measures in place at all times:

- an up-to-date version of our comprehensive Disaster Plan available to Library staff. The public version of the plan is available from the library's web site at <http://www.hsl.virginia.edu/admin/policy/index.cfm>. To reach the plan, go to "About the Library" at the bottom of the home page, then "Policies" (the page listed here) and click on "Comprehensive Disaster Plan." The plan linked here is a PDF document and contains all information with the exception of personal contact information.
- staff who are trained to respond appropriately to emergencies identified in our plan
- awareness of the national and local alert levels (Project Assistant/AD for CMAS)
- supplies for use in assisting people when necessary, and for salvaging the collections and the facility
- a training program for new staff members and for periodic re-training
- the Library Operations Committee (LOC) know their individual roles in emergency response and will be prepared to make decisions in the event of a disaster
- the LOC will maintain back-up service agreements with regional academic health sciences libraries for patient care emergency literatures searches and ILL as necessary

### All Library staff are individually responsible for the following:

- knowing the immediate response to an emergency situation
- knowing the evacuation procedure and the routes from each area
- knowing where fire alarms and extinguishers are located in the Library
- adhering to regulations imposed by the Fire Marshall
- knowing where emergency supplies are kept in the Library
- having staff contact information at home, including their supervisor's phone number and/or phone numbers for co-workers in their department
- knowing how to find out about any changes in the University's operating schedule if phone contact is not possible. All library staff are strongly encouraged to sign up for UVa Alerts, the University's emergency text-message service--  
<https://www.virginia.edu/uvaalerts/>



- being aware of their surroundings at all times and being alert to any unusual or suspicious activity or object
- taking all reasonable precautions to remain healthy and safe

**Each department is responsible for:**

- having written procedures in place for all essential services, should the work need to be done by other Library staff who are not trained in the procedures. These procedures should be reviewed and updated by each department on the same schedule as the Disaster Plan.
- keeping on hand a supply of any paper forms that might be needed in the event of a major power outage or a disastrous event that compromises connectivity to the library's network or the internet
- cross-training staff within the department in order to provide essential patron services and staff support services, in the event that some staff are not able to report to work
- working with the Library's LTSD group to set up a designated person's home computer with any software essential to the work of the department, so that some work might be done from home, in the event that the building is damaged or staff cannot get to work

## Preparedness Checklist

March	June	Sept	Dec	Task:	Responsible Party:
				Fire Drill (once yearly)	Circulation Supervisor
				Send reminder to department heads or representatives to review their documentation and send updates to the Project Assistant. Review entire Disaster Plan and make any changes required.	CMAS Project Assistant
				Verify (through Administration) that all new employees have been trained in Emergency Response procedures.	CMAS Project Assistant
				Update training for Circulation staff after each revision of the plan or as needed.	CMAS Project Assistant & Circulation Supervisor
				Record any structural changes to building and collections.	Associate Director/CMAS
				Assign staff to check flashlights and flashlight batteries at Circ, in the Staff Lounge, and in Disaster Supplies, replacing as necessary.	Circulation Supervisor
				Assign staff to check alarms on Emergency Exit doors in Library.	Circulation Supervisor
				Take inventory of Disaster Supplies and replace or replenish as necessary.	Circulation Supervisor

## Leadership Roles for Disaster Response

Claude Moore Health Sciences Library

<b>Role</b>	<b>Position Title</b>	<b>Name</b>	<b>Responsibilities</b>
<b>Director</b>	<b>Library Director</b>	<b>Gretchen Arnold</b>	Coordinates overall decision-making and efforts; handles liaison with persons outside the Library
<b>Emergency Response</b>	<b>Assoc. Director/ CMAS</b>	<b>Dan Wilson</b>	Initiates and oversees emergency responses, and coordinates follow-up and reporting
<b>Collection Recovery</b>	<b>Assoc. Director/ CMAS</b>	<b>Dan Wilson</b>	Coordinates salvage/recovery of the Library's print and AV collections, ascertains availability of electronic resources, coordinates with Asst Dir./Curator of Historical Collections (Joan Klein) for Rare collections
<b>Computer Recovery</b>	<b>Assoc. Director/ LTSD</b>	<b>Bart Ragon</b>	Coordinates recovery of computer equipment and data
<b>Facilities Recovery</b>	<b>Administrative Services Mgr.</b>	<b>Wilma Lynch</b>	Coordinates repair and cleaning of facilities and non-computer equipment, arranges for replacement equipment, handles all insurance, financial and vendor-related issues
<b>Service Resumption</b>	<b>Assoc. Director/ Info Svcs</b>	<b>Andrea Horne</b>	Coordinates efforts to resume normal patron services
<b>Recorder</b>	<b>Assoc. Director/ CMAS</b>	<b>Dan Wilson</b>	Coordinates the photographing and documentation of any damage to the Library or its collections, including recovery efforts

## *Planning for Continuation of Library Services*

In order to support the library's stated mission, the organization will make every effort to continue to supply the information resources needed by the clinicians, researchers, students and staff of the UVa Health System, the University of Virginia, the community, and other institutions served by our Interlibrary Loan department. While we realize that the library does not provide services that would be deemed critical by the institution, we assume that patient care as well as research projects would be ongoing following an emergency, and we would expect to be able to support the information needs of both.

We have identified four public services that we consider essential to maintain in the event of emergency or disaster:\*

1. **Access to online resources (journals, e-books, databases)**
2. **the Library's web site (links to resources, emergency information)**
3. **Interlibrary Loan borrowing service (patient care, critical research)**
4. **Selected print resources, in salvage priority order:**
  - **Reserve collection**
  - **Core journal collection**
  - **Reference collection**

Service continuity is addressed in the documents that follow, designed to respond to certain scenarios, but is also covered within the response procedures for *Essential Services Provision by One Person* and *Epidemic/Pandemic*. This section ties them together to create a basic summary of the services designated essential and how we would work to continue them.

**Who:** following any incident that disrupts library services, the **Library Operations Committee (LOC)** will meet and determine whether services can be continued, by whom, and from what location. They will communicate through department lines as specified in the Communication section to all staff. Each member of the LOC is assigned a specific role or roles in disaster response and recovery (see Leadership Roles for Disaster Response).

**When:** designated managers will make every effort to restore routine operating functionality as soon as possible. LOC will consider initiating the procedures outlined below if the outages are likely to last **three days or longer**.

\*Our Historical Collections department has its own procedures for establishing priority order for rescuing items in their collection (see Appendix). Their items are of the highest overall priority for rescue. In the event of a disaster causing destruction to all or part of the building, the ideal scenario would be to run simultaneous salvage operations of both Historical Collections and the public collections. If this were not possible due to constraints in personnel and equipment, Historical Collections salvage would take priority over all else.





**Scenario A—building not habitable (damaged or closed due to epidemic) or staff not able to get to the site (severe storm), electric power and internet available:**

<b>Resource</b>	<b>Service to be maintained</b>	<b>Managers/Responsibilities</b>
<b>Access to online resources</b>	Patron access from off-site to licensed resources	<i>Jonathan Lord</i> —e-journals, e-books* <i>Inhye Son</i> —databases <i>Bart Ragon</i> —internet connectivity
<b>Library web site</b>	Links to library resources, access to online help from a librarian, emergency information about the library (hours, staffing, etc.)	<i>Bart Ragon</i> —internet connectivity <i>David Moody</i> —emergency web page maintenance <i>Andrea Horne, Dan Wilson</i> —initiating and staffing online chat sessions for patron assistance
<b>Interlibrary Loan borrowing</b>	Receiving urgent requests from CMHSL patrons for materials not owned by library, sending requests and receiving materials, forwarding to patron electronically or by fax	<i>Jeri Davis</i> —ILL procedures <i>Bart Ragon</i> —ILLiad installation, connectivity from home for Jeri and from UNC <i>David Moody</i> —ILLiad web page for patron use
<b>Selected print resources</b>	<i>Print resources by priority:</i> 1. Core Reserve collection 2. Core Journal collection 3. Reference collection	<i>Jonathan Lord</i> —lists of core resources <i>Dan Wilson</i> —logistics of salvage operation, oversight of preservation activities

\*Nadine Ellero can provide some back-up to Jonathan for dealing with online resources, through use of Serials Solutions.

**Scenario B: Building not habitable, electric power and internet not available:**

<b>Resource</b>	<b>Service to be maintained</b>	<b>Managers/Responsibilities</b>
<b>Access to online resources</b>	None	<i>Jonathan Lord</i> —e-journals, e-books* <i>Inhye Son</i> —databases <i>Bart Ragon</i> —internet connectivity
<b>Library web site</b>	None	<i>Bart Ragon</i> —internet connectivity <i>David Moody</i> —emergency web page maintenance <i>Andrea Horne, Dan Wilson</i> —initiating and staffing online chat sessions for patron assistance
<b>Interlibrary Loan borrowing</b>	None from library. Limited or none from Jeri's home if she had power and internet.	<i>Jeri Davis</i> —ILL procedures <i>Bart Ragon</i> —ILLiad installation, connectivity from home for Jeri and from UNC <i>David Moody</i> —ILLiad web page for patron use
<b>Selected print resources</b>	<i>Print resources by priority:</i> 3. Core Reserve collection 4. Core Journal collection 3. Reference collection	<i>Jonathan Lord</i> —lists of core resources <i>Dan Wilson</i> —logistics of salvage operation, oversight of preservation activities

**Scenario C—building habitable, electric power on, no internet access:**

<b>Resource</b>	<b>Service to be maintained</b>	<b>Managers/Responsibilities</b>
<b>Access to online resources</b>	None	<i>Jonathan Lord</i> —e-journals, e-books* <i>Inhye Son</i> —databases <i>Bart Ragon</i> —work to restore internet connectivity
<b>Library web site</b>	None	<i>Bart Ragon</i> —internet connectivity <i>David Moody</i> —emergency web page maintenance <i>Andrea Horne, Dan Wilson</i> —initiating and staffing online chat sessions for patron assistance
<b>Interlibrary Loan borrowing</b>	Use paper forms, telephone, ALA forms, fax from library or home to borrow for our patrons. Photocopy and fax or make available for pickup of materials owned in print.	<i>Jeri Davis</i> —ILL procedures <i>Bart Ragon</i> —ILLiad installation, connectivity from home for Jeri and from UNC <i>David Moody</i> —ILLiad web page for patron use
<b>Selected print resources</b>	<i>Print resources by priority:</i> 5. Core Reserve collection 6. Core Journal collection 3. Reference collection	<i>Jonathan Lord</i> —lists of core resources <i>Dan Wilson</i> —logistics of salvage operation, oversight of preservation activities

**Scenario D—building habitable, no electric power, no internet available:**

<b>Resource</b>	<b>Service to be maintained</b>	<b>Managers/Responsibilities</b>
<b>Access to online resources</b>	None	<i>Jonathan Lord</i> —e-journals, e-books* <i>Inhye Son</i> —databases <i>Bart Ragon</i> —internet connectivity
<b>Library web site</b>	None	<i>Bart Ragon</i> —internet connectivity <i>David Moody</i> —emergency web page maintenance
<b>Interlibrary Loan borrowing</b>	Use paper forms, telephone, ALA forms, fax from home to borrow for our patrons. Photocopy and fax or make available for pickup of materials owned in print.	<i>Jeri Davis</i> —ILL procedures <i>Bart Ragon</i> —ILLiad installation, connectivity from home for Jeri and from UNC <i>David Moody</i> —ILLiad web page for patron use
<b>Selected print resources</b>	<i>Print resources by priority:</i> 7. Core Reserve collection 8. Core Journal collection 3. Reference collection Set up off-site service desk and courier to pull items from library stacks for patrons to check out or use in the vicinity. Use off-line checkout forms if necessary. Notify Medical School, Nursing School, Basic Sciences, etc. off-site service option.	<i>Jonathan Lord</i> —lists of core resources <i>Dan Wilson</i> —logistics of salvage operation, oversight of preservation activities <i>LOC</i> —determine location and set up of off-site service desk <i>Andrea Horne, Dan Wilson</i> —logistics and staffing to set up and maintain off-site service desk

## Training for Library Staff

### Circulation staff/Circulation supervisor:

- Circulation staff receive the most intensive training because the Circulation desk is staffed during all hours that the library is open
- Circulation staff are the first points of contact for initiating an emergency response
- the Emergency Response Coordinator (ERC) role will fall to Circulation staff whenever the Associate Director for CMAS (Dan Wilson) and the Circulation Supervisor (Adrienne Granitz) are not in the building
- the ERC and Project Assistant will provide training to Circulation staff either individually as new staff are hired, or to the group periodically and as needed

### All library staff:

- Administration provides basic information about emergency preparedness and response to all newly hired employees as part of new employee orientation
- the ERC or Project Assistant will send out all-staff emails to make staff aware of impending emergency situations such as severe weather as needed
- are advised to print and post the Emergency Response Table (following), which is also available to all library staff on the Staff directory of the server at <S:\\Staff\Emergency Info for HSL Staff\Emergency Response Table 808>

**EMERGENCY RESPONSE TABLE—CLAUDE MOORE HEALTH  
SCIENCES LIBRARY, UNIVERSITY OF VIRGINIA**

EMERGENCY	DESCRIPTION	FIRST RESPONSE	NEXT RESPONSE	FOLLOW-UP
<b>Bomb threat</b>	Notification of a bomb on the premises	Get as much information as possible—location of the device, when will it go off, what it looks like, why was it placed, etc. <b>Call 911.</b>	Report all information to your supervisor. Move to safety and await instructions from Supervisor and Police.	Complete the UVA bomb threat checklist (copy in the HSL Comprehensive Disaster Plan and at <a href="http://www.virginia.edu/emergency/plan.html#bombthreat">http://www.virginia.edu/emergency/plan.html#bombthreat</a> )
<b>Earthquake</b>	A seismic event causes structural damage or falling objects within the building.	Protect yourself by getting underneath a sturdy table or desk. Stay inside until shaking has stopped.	Survey resulting damage, take action to safely leave the building and assist others. <b>Call 911 if emergency assistance is needed.</b>	Report the incident to your supervisor, supervisor will contact library management and HS Facilities Management.
<b>Evacuation of building</b>	Remaining in the building may be hazardous. Order to evacuate may be initiated by library or due to alarms going off.	<b>Call 911.</b> Notify all in the building to evacuate using the nearest exit. Use PA if power is on. Use the bullhorn to notify if power is off.	Check all areas of the building, including restrooms and Historical Collections to notify of the evacuation.	Go to the designated assembly area (Jordan Hall patio) and account for co-workers. Report any absences and where their department is located.
<b>Explosion</b>	Major disruption of facility, potential danger of collapse, fire, secondary explosion, etc.	Initiate evacuation of the building. <b>Call 911.</b>	Report to responders if any injured remain in the building.	Report the incident to your supervisor.
<b>Fire</b>	Fire is seen, or smell of smoke or of something burning is noted.	Rescue those in immediate danger. Pull manual alarm. <b>Call 911.</b> Contain fire by closing doors. Move persons with limited mobility to safe area in a stairwell.	Use fire extinguisher if safe and you have been trained (pull pin; aim; squeeze handle; sweep from side-to-side)	Evacuate if ordered to or if conditions warrant. Report to responders anyone still in the building. Report the incident to your supervisor.
<b>Flood</b>	Source: within the library or from outside the library	Call Facilities Management at 924-2267. <b>Do not walk into standing water!</b>	Use water-absorbent socks (with disaster supplies on second floor and in Historical Collections) to block water or absorb seeping water. Cover library collections or furniture with plastic sheeting (staff lounge kitchen alcove).	Report immediately to your supervisor, supervisors report to library management.

<b>Hazardous materials spill</b>	Toxic, hazardous or unknown chemical or substance is spilled in or near the library.	Move away from the spill and block access to it. Call 911 if emergency service is required due to contamination.	Call OEHS at 982-4911 to clean up the spill.	Report the incident and response to your supervisor.
<b>Hostage</b>	An individual is being held against his/her will.	<b>Call 911.</b> Clear the area to avoid others becoming hostages; move to a safe area (behind a door or a solid wall)	Report all pertinent information to responders (police or other).	Report the incident and response to your supervisor.
<b>Medical emergency</b>	Someone in the library is incapacitated or stricken and unresponsive.	<b>Call 911.</b> Give the location of the emergency; follow directions from the 911 operator.	Use the PA system to request assistance from any doctor or nurse in the building. Stay with the victim until help arrives.	Report to responders, then report to your supervisor.
<b>Power outage</b>	Electrical power is off in part or all of the library. Only emergency lighting available.	<b>Weekday business hours:</b> Admin will call Systems Control <b>Evenings/Weekend hours:</b> call Systems Control at 982-4685. Ask if the cause or duration of the outage is known.	If the power is off at any time for longer than 15 minutes, or if it is dark outside when the power goes off, initiate closing procedures immediately. Check elevators to see if anyone is stranded. Check all areas of the library for patrons who may need help; take flashlights to assist people to leave if the building is dark.	Once the library is closed, lock the front doors. Supervisor reports immediately to library management. Stay in the Health System facility to await restoration of power or until notified by library management that the library will remain closed.
<b>Request for confidential information</b>	An individual or agency requests information about a library patron or staff member, such as library resources used, internet resources accessed, or other personal or confidential information.	The Library will only release sensitive library information <i>at the direction of the University's General Counsel Office</i> . Refer these requests to the library's Administration.	Only if a search warrant is presented and verified will immediate access be allowed to search library records, equipment or space when no one from Administration is in the building. Call the University Police to notify them of the warrant and the search.	Notify supervision, including a member of the Library's LOC immediately after calling the police. Provide a full report to supervision after the incident.
<b>Severe weather</b>	Regional severe weather (snow, ice, thunderstorms, high winds) that may cause damage to the building, flooding, or water leaks.	During heavy rains, check flood/leak-prone areas in the building for water. <b>Do not walk in standing water!</b> Report any water incursion to Facilities Management at 924-2267.	Evacuate people from wet areas and block access to the areas. Contact a library manager to find out whether to close the library based on existing circumstances.	Report the situation immediately to library management. Initiate salvage procedures as directed.
<b>Shooter</b>	Unpredictable source of gunfire. Armed, threatening person in the area, discharge of firearm within or near the building.	<b>Call 911.</b> Secure the immediate area: close doors, cover windows where possible, silence cell phones, hide behind protective structures.	If possible without being seen by the assailant, place signs to responders in building windows, notifying them of your presence.	Follow instructions of law enforcement officers. After the incident is resolved, report to your supervisor, supervisor to report to library management.

<b>Suspicious/ disorderly behavior</b>	A person in the library exhibits unusual/suspicious behavior, which might include aggressive, erratic, inappropriate or threatening behavior.	Observe the behavior. Call 911 if the behavior is likely to create a disturbance or to endanger anyone or any property. Do not intervene or endanger yourself in any way.	Report the details of what you observed to the police when they arrive.	Report the incident to your supervisor, supervisor will report to Library Administration.
<b>Theft</b>	An item has been stolen / is missing from a location inside the library or from the hallway adjacent to the library.	Call 911. Ask the victim to stay at Circulation and await the police.	If requested by a police officer, allow him/her to view the recording from the surveillance cameras. (Do not volunteer or mention the surveillance system to patrons before the police arrive.)	Report the incident to your supervisor.
<b>Tornado</b>	<b>Tornado watch:</b> conditions are right for a tornado. <b>Tornado warning:</b> a tornado has been sighted within a 25 mile radius.	<b>Watch:</b> monitor weather reporting stations online <b>Warning:</b> announce that the warning is posted, instruct everyone to move away from windows.	If a tornado warning is issued for the city of Charlottesville, ask patrons to move away from windows and exterior doors, and to move as low in the building as possible.	Report the incident to your supervisor.

## Emergency Responses by Priority

The color-coded system following is based on two factors: the extent to which a situation may be life-threatening, and to what extent time is of the essence.

<b>Red: Most urgent</b>
<b>Orange</b>
<b>Yellow</b>
<b>Green: Least urgent</b>

**ERC**=Emergency Response Coordinator, **LOC**=Library Operations Committee

INCIDENT	INITIAL RESPONSE	SECONDARY RESPONSE	FOLLOW-UP RESPONSE
Biological Agent Contamination	ERC	LOC (during business hours)	Intercom
Bomb Threat	Bomb Threat Checklist	911	ERC
Chemical Spill/Hazardous/Toxic Material Contamination	ERC	LOC (during business hours)	Intercom
Earthquake	911	ERC	
Epidemic	LOC (all hours)	Department Heads	
Explosion	911	ERC	
Fire and/or Smoke in the Building	911 (Alarms)	ERC	
Flooding	ERC	Facilities Management	
Hurricane	LOC		
Medical Emergency	911	Intercom	ERC
Power Outage	HSL Admin (during business hours)/ Systems Control (other times)	LOC (if extended power outage)	ERC
Severe Storm	LOC		
Suspicious Behavior	ERC	911	
Suspicious Parcel, Package or Bag	ERC	911	
Theft	ERC	911	

## National and State Alert Level Awareness

The person responsible for maintaining the library's Disaster Plan (Project Assistant to the Associate Director of CMAS) is also responsible for monitoring the national and local levels of "Alert" status. For the University of Virginia Health Sciences Library, we will monitor information listed at the following sites:

<http://www.dhs.gov/dhspublic/> (Department of Homeland Security)

<http://www.vaemergency.com/> (Virginia Department of Emergency Management)

<http://www.virginia.edu/emergency/plan.html> (University of Virginia's Critical Incident Management site)





## General Safety Instructions from the University of Virginia



# EMERGENCY PROCEDURES

## REMAIN CALM

### Evacuation Information

- Follow directions of authorities.
- Secure hazardous materials or equipment.
- Take personal belongings (keys, purses, wallets, cell phones, etc.).
- Use the nearest exit or, if it is blocked, an alternate exit.
- Do not use elevators!
- Assist persons with disabilities or special needs.
- Account for individuals.

### Shelter in Place

You may be safer where you are.

- Stay quiet and calm.
- Pay attention to your surroundings.
- Follow directions of authorities.

### Fire

- Activate the nearest fire alarm.
- Evacuate the building.
- Call 911.
- Do not re-enter the building until authorized by emergency personnel.

### Tornado

**TORNADO WATCH:** means conditions are right for tornado; remain alert to weather conditions.

**TORNADO WARNING:** means a tornado has been sighted within a 25-mile radius; warnings are typically available 3-15 minutes in advance of the tornado.

- Go to an internal, lowest area of safety: hallways or basement away from windows and glass.
- Do not use elevators during a tornado warning. Persons with mobility concerns should go to a safe place at the time of a tornado watch; do not wait for a tornado warning!
- Close all doors, including main corridors.
- Crouch near the floor or under heavy, well-supported objects and cover your head.
- If outside, lie down in a low area such as a ditch and cover your head.
- Be alert for fire and use the fire plan as needed.

### Explosion

- Evacuate the building as quickly and calmly as possible.
- Call 911.
- If items are falling, get under a sturdy table or desk.
- If fire is present, stay low to the floor and exit the building as quickly as possible.
- If trapped in debris, tap on a pipe or wall to alert rescuers.
- Help others exit the building and move to designated evacuation areas.
- Untrained persons should not try to rescue people who are inside a collapsed building; wait for emergency personnel.

### Infrastructure Failure

- In case of water, power, heat or cooling outages in the University's Health System, call Facilities Management at 434-924-1700. All other outages should be reported to Facilities Management at 434-924-1777.
- In case of internal telephone systems outages, use cell to call Voice Communications at 434-924-8600.
- In case of a critical incident relating to computer systems, call the ITC Help Desk at 434-924-3731.

### Hazardous Materials Release

For major spills:

- Call 911.
- Evacuate, assemble at a safe distance and designate someone to communicate with the Fire Department.
- Notify emergency personnel if you have been exposed or have information about the spill.

For all spills: immediately call Environmental Health and Safety at 434-982-4911 M-F, 8 a.m. – 5 p.m., or 911 during non-business hours.

### Suspicious Person

- Do not let anyone into a locked building/office or "tailgate" into the building behind you.
- Do not confront the person.
- Do not block the person's exit.
- Call 911. Provide as much information as possible.

### Suspicious Object

- Do not touch or disturb object.
- Call 911.
- Be prepared to evacuate.

### Violent Incident

- If you know location of assailant or danger, consider escaping if a safe escape route is immediately available to you. Call 911 when safe.

If it is unsafe to escape:

- Immediately seek protection.
- Secure area by locking or barricading door using whatever means available.
- Stay behind solid objects away from door.
- Call 911.
- Minimize noise that may draw attention to your location: turn off lights, computers and radios and put cell phones on vibrate.
- Follow all directions of authorities; do not challenge law enforcement.

**When reporting an incident, your location is:**

For additional information see <http://www.virginia.edu/emergency/plan.html>  
University of Virginia Office of Emergency Preparedness • April 2008

## COMMUNICATION PLAN

In the event of an emergency or disaster that affects the Library's functioning in any way out of the ordinary, management will try to contact all staff. The Director, the Associate Directors, and the Supervisors are required to have contact information for each staff member who reports to them available off-site in case of emergency, and they constitute the telephone tree for the Library.

### Notification to the public and to staff via the Library's Voicemail:

- if there has been an emergency of large enough proportions to have affected the Library, staff and patrons can call the Library's Voicemail at Circulation (434-924-5444) to see if there is any change in the Library's schedule
- if you are the person designated to change the Voicemail message for the Library, call XXX-XXXX if you are off-site. The extension number is 4-5444, and the password is XXXXXXXX.

### UVa Alerting system:

- all Library staff are encouraged to sign up for **UVa Alerts** (<https://www.virginia.edu/uvaalerts/>) in order to receive emergency text messages on their cell phones. UVa Alerts is the mass communication/notification program established by UVa, and it is the first and primary method of communication about emergencies.
- staff whose phones are not able to receive text messages can sign up for the UVa Alerts email notification at the same URL listed above, however, they will receive email anyway whenever UVa sends out an alert via mass mailing
- UVa will notify all UVa Alert users about any on-campus emergencies in order to divert traffic and prevent people from coming to the workplace or students to class if a dangerous situation exists

### Communication with the Media:

- **the Library Director is the only person who is authorized to speak with the media about any emergencies or disasters that the HSL experiences**
- if the Director is not available, the person who is the Acting Director is responsible for all communication to the media
- before releasing information to the media, our spokesperson will contact the Health System's Media Office at 924-5679 to coordinate the nature and content of the communication

### Communication for Staff via the Telephone Tree:

- the Telephone Tree for communicating is established along departmental lines, from the Director to Associate Directors, who will notify their supervisors and any others who report to them
- see pages following for lists of work and home phone numbers and email addresses for all Library staff
- ***all personal information, such as phone numbers and home addresses are strictly confidential and may not be shared with anyone outside the library.***

Additional sources for information about changes in the University's schedule:

- **Telephone:** 924-SNOW, 243-SNOW
- **TV Station/Radio Stations—all local stations**
- **University web site** (<http://www.virginia.edu>)

## HSL Emergency Contacts

Unit: Health Sciences Library    Unit Manager: Gretchen Arnold    Phone: 924-0194

Rank *	Primary Contact		Rank *	Secondary	Contact
	<b>Name</b>	Dan Wilson		<b>Name</b>	Gretchen Arnold
	<b>Title</b>	Assoc. Director of Collection Management & Access Services		<b>Title</b>	Director
	<b>Address</b>	Box 800722		<b>Address</b>	Box 800722
2	<b>Email</b>	dtw2t@virginia.edu	3	<b>Email</b>	gvn8r@virginia.edu
3	<b>Home Phone</b>		4	<b>Home Phone</b>	
1	<b>Work Phone</b>	434-924-0193	1	<b>Work Phone</b>	434-924-0194
4	<b>Cell Phone</b>		2	<b>#2 work phone</b>	
	<b>Pager</b>	N/A		<b>Pager</b>	
Rank *	Contact		Rank *	Contact	Contact
	<b>Name</b>	Wilma Lynch		<b>Name</b>	
	<b>Title</b>	Admin. Services Manager		<b>Title</b>	
	<b>Address</b>	Box 800722		<b>Address</b>	
2	<b>Email</b>	wjl5u@virginia.edu	3	<b>Email</b>	
3	<b>Home Phone</b>		4	<b>Home Phone</b>	
1	<b>Work Phone</b>	434-982-3605	1	<b>Work Phone</b>	
	<b>Cell Phone</b>	434-924-0418	2	<b>#2 work phone</b>	
	<b>Pager</b>	N/A		<b>Pager</b>	

## HSL Emergency Contacts for Server Room

Unit: Health Sciences Library  
0194

Unit Manager: Gretchen Arnold Phone: 924-

Rank *	Primary Contact		Rank *	Secondary	Contact
	<b>Name</b>	Bart Ragon		<b>Name</b>	Dan Wilson
	<b>Title</b>	Assoc. Director for Technology & Services		<b>Title</b>	Assoc. Director of Access Services
	<b>Address</b>	Box 800722		<b>Address</b>	Box 800722
2	<b>Email</b>	<a href="mailto:Br5n@virginia.edu">Br5n@virginia.edu</a>	2	<b>Email</b>	<a href="mailto:dtw2t@virginia.edu">dtw2t@virginia.edu</a>
3	<b>Home Phone</b>		3	<b>Home Phone</b>	
1	<b>Work Phone</b>	243-6058	1	<b>Work Phone</b>	434-924-0193
4	<b>Cell Phone</b>		4	<b>Cell Phone</b>	
	<b>Pager</b>	N/A		<b>Pager</b>	N/A
Rank *	Contact		Rank *		Contact
	<b>Name</b>	Gretchen Arnold		<b>Name</b>	Wilma Lynch
	<b>Title</b>	Director		<b>Title</b>	Admin. Services Manager
	<b>Address</b>	Box 800722		<b>Address</b>	Box 800722
2	<b>Email</b>	<a href="mailto:gnv8r@virginia.edu">gnv8r@virginia.edu</a>	3	<b>Email</b>	<a href="mailto:wjl5u@virginia.edu">wjl5u@virginia.edu</a>
3	<b>Home Phone</b>		4	<b>Home Phone</b>	
1	<b>Work Phone</b>	434-924-0194	1	<b>Work Phone</b>	434-982-3605
	<b>Cell Phone</b>	N/A	2	<b>#2 work phone before 4:30</b>	434-924-0418
	<b>Pager</b>	N/A		<b>Cell Phone</b>	

## **HSL Staff Home Address List**

Library management (department heads, supervisors) will receive current lists of staff home addresses and telephone numbers. A copy will be given to each owner of a Disaster Plan manual, and all supervisors should have their employees' home telephone numbers at their homes.

**All home contact information for staff is confidential and may not be revealed to anyone who is not employed by the Claude Moore Health Sciences Library.**

## **HSL Staff Directory**

A paper copy of the staff directory (work contact information) will be given to the owners of the manuals with each update.

**UVA Emergency Phone Numbers**  
(Area code: 434)

<b>Emergencies/Fire</b>		911
<b>Environmental Health &amp; Safety</b>	Hazardous spills	982-4911
<b>HS Information</b>	From outside	924-0211
<b>UVA Information</b>	From outside	924-3363
<b>UVA Operator</b>	External	924-0000
	Internal	0
<b>UVA Paging Service</b>	External	982-3500
	Internal	500
<b>Weather</b>	Phone	924-SNOW 243-SNOW
	Radio	WINA – 1070 AM WCHV – 1260 AM WKAV – 1400 AM WTJU – 913 FM WUVA – 927 FM
	Television	All local stations

## University and Health System *Management* Contacts

NOTE: Should try and get the cell phone numbers for most of these people.

<b>Madison Hall</b>	Leonard Sandridge	924-3252 office
	Megan Lowe	924-1486 office
<b>UVA</b>	Marge Sidebottom (Director, Emergency Prep)	924-3252
<b>School of Medicine</b>	Steven DeKosky ( <i>VP &amp; Dean</i> )	924-5118 office
	Brad Haws ( <i>Finance and Administration</i> )	924-8425 office
	Dick Pearson ( <i>Student Affairs</i> )	924-5579 office
<b>School of Nursing</b>	Dorrie Fontaine (Dean)	924-0063 office
	Teresa Carroll (Student Affairs - Undergrad)	924-0141
	Clay Hysell (Student Affairs – Grad)	924-0141
<b>Medical Center</b>	Ed Howell (VP & CEO)	924-8324 office 924-8745 office
	Tom Harkins	924-8400
	Emergency Command Center	982-3634



### Partner Health Sciences Libraries

In the event of a major disaster, we have an informal agreement with the following libraries to assist with recovery efforts:

Tompkins McCaw Library <b>Virginia Commonwealth University</b>	Reference Administration	(804) 828-0636 (804) 828-0634
Health Sciences & Human Services Library <b>University of Maryland</b> M.J. Tooley	Reference Administration	(410) 706-7996 (410) 706-7545
Health Sciences Library <b>University of North Carolina</b>	Reference Administration	(919) 962-0800 (919) 966-2111
Medical Center Library <b>Duke University</b>	Reference Administration	(919) 660-1100 (919) 660-1150

## EMERGENCY RESPONSE PROCEDURES



## **Active Shooter / Violent Incident**

*The following is copied from the University of Virginia's Critical Incident Management Plan, accessed at <http://www.virginia.edu/emergency/plan.html#violent> on August 28, 2008:*

### **“Annex K: Critical Incidents and Response Strategies — Active Shooter or Violent Incident**

Violent incidents, including but not limited to: acts of terrorism, an active shooter, assaults, or other incidents of workplace violence can occur on the University Grounds or in close proximity with little or no warning. An “active shooter” is considered to be a suspect or assailant whose activity is immediately causing serious injury or death and has not been contained.

The UVA Police Department has adopted nationally accepted law enforcement response procedures to contain and terminate such threats, as quickly as possible. The following information regarding law enforcement response will enable you to take appropriate protective actions for yourself. Try to remain calm as your actions will influence others. The following instructions are intended for incidents that are of an emergent nature (i.e., imminent or in progress).

#### **Immediate Action**

Secure the immediate area. Whether a classroom, residence hall room, office, or restroom:

- Lock or barricade the door, if able. Block the door using whatever is available – desks, tables, file cabinets, other furniture, books, etc.
  - After securing the door, stay behind solid objects away from the door as much as possible.
  - If the assailant enters your room and leaves, lock or barricade the door behind them.
  - If safe to do so, allow others to seek refuge with you.
2. Protective Actions. Take appropriate steps to reduce your vulnerability:
    - Close blinds.
    - Block windows.
    - Turn off radios and computer monitors.
    - Silence cell phones.
    - Place signs in interior doors and windows, but remember the assailant can see these as well.
    - Place signs in exterior windows to identify your location and the location of injured persons.
    - Keep people calm and quiet.
    - After securing the room, people should be positioned out of sight and behind items that might offer additional protection – walls, desks, file cabinets, bookshelves, etc.
  3. Unsecured Areas: If you find yourself in an open area, immediately seek protection:

- Put something between you and the assailant.
  - Consider trying to escape, if you know where the assailant is and there appears to be an escape route immediately available to you.
  - If in doubt, find the safest area available and secure it the best way that you can.
4. Call 911. Emergency situations should be reported to law enforcement by dialing 911. You may hear multiple rings – stay on the line until it is answered - do not hang up. Be prepared to provide the 911 operator with as much information as possible, such as the following:
- What is happening.
  - Where you are located, including building name and room number.
  - Number of people at your specific location.
  - Injuries, if any, including the number of injured and types of injuries.
  - Your name and other information as requested.

Try to provide information in a calm clear manner so that the 911 operator quickly can relay your information to responding law enforcement and emergency personnel.

5. What to Report. Try to note as much as possible about the assailant, including:
- Specific location and direction of the assailant.
  - Number of assailants.
  - Gender, race, and age of the assailant.
  - Language or commands used by the assailant.
  - Clothing color and style.
  - Physical features – e.g., height, weight, facial hair, glasses.
  - Type of weapons – e.g., handgun, rifle, shotgun, explosives.
  - Description of any backpack or bag.
  - Do you recognize the assailant? Do you know their name?
  - What exactly did you hear – e.g., explosions, gunshots, etc.
6. Treat the Injured. The 911 operator will notify law enforcement and other emergency service (EMS) agencies – fire and rescue. EMS will respond to the site, but will not be able to enter the area until it is secured by law enforcement. You may have to treat the injured as best you can until the area is secure. Remember basic first aid:
- For bleeding apply pressure and elevate. Many items can be used for this purpose – e.g., clothing, paper towels, feminine hygiene products, newspapers, etc.
  - Reassure those in the area that help will arrive – try to stay quiet and calm.
7. Un-securing the Area
- The assailant may not stop until his objectives have been met or until engaged and neutralized by law enforcement.
  - Always consider the risk exposure by opening the door for any reason.
  - Attempts to rescue people only should be made if it can be done without further endangering the persons inside of a secured area.
  - Be aware that the assailant may bang on the door, yell for help, or otherwise attempt to entice you to open the door of a secured area.

- If there is any doubt about the safety of the individuals inside the room, the area needs to remain secured.

### **Law Enforcement Response**

UVA Police will immediately respond to the area, assisted by other local law enforcement agencies, if necessary. Remember:

1. Help is on the way. It is important for you to:
  - Remain inside the secure area.
  - Law enforcement will locate, contain, and stop the assailant.
  - The safest place for you to be is inside a secure room.
  - The assailant may not flee when law enforcement enters the building, but instead may target arriving officers.
2. Injured Persons. Initial responding officers will not treat the injured or begin evacuation until the threat is neutralized and the area is secure.
  - You may need to explain this to others in order to calm them.
  - Once the threat is neutralized, officers will begin treatment and evacuation.
3. Evacuation. Responding officers will establish safe corridors for persons to evacuate.
  - This may be time consuming.
  - Remain in secure areas until instructed otherwise.
  - You may be instructed to keep your hands on your head.
  - You may be searched.
  - You may be escorted out of the building by law enforcement personnel - follow their directions.
  - After evacuation you may be taken to a staging or holding area for medical care, interviewing, counseling, etc.
  - Once you have been evacuated you will not be permitted to retrieve items or access the area until law enforcement releases the crime scene.

### **Decision Maker(s)**

Assistance from local and state law enforcement agencies will be provided under existing mutual aid agreements. The decision to call in outside supporting agencies or to close all or a portion of the Grounds will be made by the Chief of Police or designee in consultation with the Executive Vice President and Chief Operating Officer or designee and other appropriate individuals in University administration. Information will be released to the UVA community as quickly as circumstances permit.

### **Subsequent Procedures/Information**

We cannot predict the origin of the next threat; assailants in incidents across the nation have been students, employees, and non-students alike. In many cases there were no obvious specific targets and the victims were unaware that they were a target until attacked. Being aware of your surroundings, taking common sense precautions, and heeding any warning information can help protect you and other members of the community.”

Revised August 2008

## Biological Agent / Hazardous Materials Contamination

*Event: an agent or organism that has an illness-producing effect on people is introduced into the vicinity of the Library, either accidentally or by terrorist attack; hazardous or toxic material is spilled or is otherwise introduced into the vicinity of the Library, i.e. on the roadway under the bridge that houses the book room, or in the hallway outside the Library's main entrance.*

### Response:

- notify the ERC immediately
- if the situation is urgent, call 911 immediately
- if there is uncertainty about whether the situation is an emergency, and it is a weekday, the ERC will request, via the PA system, that the Library Operations Committee (LOC) convene at the Circulation desk. *(If outside of business hours, the ERC makes the determination without consulting LOC.)*
- the LOC will make the determination as to whether we should initiate an emergency response
- we may also be notified via mass e-mail or text message from University authorities, which will specify instructions about the response of the university community
- if the incident is specific to the library and the LOC determines that an emergency response is necessary, the ERC will call 911
- Fire and Rescue personnel will determine the extent of the contamination and will coordinate containment and abatement activities.
- the Library's ERC will coordinate whatever actions are appropriate, such as:
  - if the decision is made to evacuate, the ERC or other person in authority will direct staff to the best exit route, given the location and circumstances of the contamination
  - if evacuation is not recommended, the ERC will instruct all Library staff via an announcement over the intercom to initiate "shelter in place" procedures, as follows

**"We have received notice that there has been a hazardous materials contamination incident in the vicinity of the Library. All Library staff are directed to initiate "shelter in place" procedures. All patrons inside the Library should report to the Circulation desk at this time for information and instructions."**

- patrons will be offered the options of leaving the Library, after finding out which is the safest route to take, or to return to their own departments for safety procedures, or joining Library staff in our shelter in place (see instructions below)
- once all patrons and staff have taken shelter, the Library doors will be locked and our Shelter-in-Place sign posted on the outside (the sign is in the front folder of the Disaster Plan manual at the Circulation desk)
-

- the shelter in place procedure is intended to be used for a short period of time only. Our plans do not include storing food or other items that might be needed for a longer period of time in our space.
- some basic shelter-in-place supplies are kept in the Staff Lounge kitchen. The black cabinet contains an emergency radio, powered by turning a handle. There is also a first-aid kit, plastic sheeting, duct tape and a ladder for sealing off vents and doorways.

### **How to Shelter-in-Place:**

- to shelter in place, all Library staff should report to the Staff Lounge on the second floor
- if possible, the air handling system should be shut down and the vents covered with plastic and taped (ladder, plastic and duct tape are stored in the black cabinet in the lounge kitchen alcove)
- the Lounge door on the mailbox side will be sealed all around with duct tape, and the bottom space stuffed with wet paper towels
- the hallway with the restrooms will be included in the shelter space, and the door from the hallway into the Library area should be sealed in the same manner
- use the telephone in the Lounge or someone's cell phone to notify emergency personnel (911) that we are in our shelter-in-place area, including our location and how many people we have
- keep calm and listen to a (battery operated) radio or TV for official news updates. Stay indoors until notified by the public information officers that the area is safe.
- UVA's methods of notification are by mass e-mail and by text message to those who have subscribed to UVA Alerts. Other options may include a reverse 911 call to all university telephones, and loudspeakers to outdoor areas.



## Bomb Threat

*Event: a bomb threat is communicated to the Library*

**Response:**

- if you receive a bomb threat over the telephone, remain calm, and refer to the Telephone Checklist for Bomb Threats (*following this page*)
- try to elicit and compile as much information as possible
- do not try to immediately notify others or evacuate the building, rather focus on trying to gather as much information as possible
- if applicable, check the display on your phone and note the number given for the incoming call
- try to keep the caller on the line as long as possible; do not anger the caller
- while engaging the caller, pay attention to any background noise and distinctive sounds (machinery, traffic, other voices, music, television, etc.)
- note any characteristics of the caller's voice (gender, age, education, accent, etc.)
- immediately after the caller has ended the call, call 911
- if the threat was left on your voice mail, do not delete the message
- be aware that should a bomb threat be received in writing, the fewest number of people possible should handle the paper, which should be given to the police
- if a bomb threat is received by email, it should be saved on the computer of the person who receives it
- notify the Library's ERC, as well as your department supervisor
- if the authorities order an evacuation, follow established evacuation procedures



## *Telephone Bomb Threat Checklist*

TIME: Call received \_\_\_\_\_ am/pm Terminated \_\_\_\_\_ am/pm

DATE: \_\_\_/\_\_\_/\_\_\_ EXACT WORDING OF THE THREAT

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Sex of Caller \_\_\_\_\_ Race: \_\_\_\_\_

Age: \_\_\_\_\_ Length of Call: \_\_\_\_\_

Number at which call is received: \_\_\_\_\_

Questions you should ask:

A. When is bomb going to explode?

B. Where is the bomb right now?

C. What does it look like?

D. What kind of bomb is it?

E. What will cause it to explode?

F. Did you place the bomb?

G. Why?

H. What is your address?

I. What is your name? Voice Description:

<input type="checkbox"/> Calm	<input type="checkbox"/> Nasal
<input type="checkbox"/> Angry	<input type="checkbox"/> Stutter
<input type="checkbox"/> Excited	<input type="checkbox"/> Lisp
<input type="checkbox"/> Slow	<input type="checkbox"/> Raspy
<input type="checkbox"/> Rapid	<input type="checkbox"/> Deep
<input type="checkbox"/> Soft	<input type="checkbox"/> Ragged
<input type="checkbox"/> Loud	<input type="checkbox"/> Clearing Throat
<input type="checkbox"/> Laughter	<input type="checkbox"/> Deep Breathing
<input type="checkbox"/> Crying	<input type="checkbox"/> Cracking voice
<input type="checkbox"/> Normal	<input type="checkbox"/> Disguised
<input type="checkbox"/> Distinct	<input type="checkbox"/> Accent
<input type="checkbox"/> Slurred	<input type="checkbox"/> Familiar
<input type="checkbox"/> Whispered	

Recognize Voice? If so, who do you think it was? \_\_\_\_\_

BACKGROUND SOUNDS:

<input type="checkbox"/> Street noises	<input type="checkbox"/> Factory Machinery
<input type="checkbox"/> Crockery	<input type="checkbox"/> Animal noises
<input type="checkbox"/> Voices	<input type="checkbox"/> Clear
<input type="checkbox"/> PA system	<input type="checkbox"/> Static
<input type="checkbox"/> Music	<input type="checkbox"/> Local
<input type="checkbox"/> House noises	<input type="checkbox"/> Long Distance
<input type="checkbox"/> Motor	<input type="checkbox"/> Booth
<input type="checkbox"/> Office machinery	<input type="checkbox"/> Other _____

Revised August 2008

THREAT LANGUAGE

- |                                      |   |
|--------------------------------------|---|
| <input type="checkbox"/> Well spoken | <input type="checkbox"/> Incoherent                   |
| <input type="checkbox"/> Foul        | <input type="checkbox"/> Taped                        |
| <input type="checkbox"/> Irrational  | <input type="checkbox"/> Message read by threat maker |

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone Number: \_\_\_\_\_

## Earthquake

***Event:** an earthquake occurs, of sufficient strength to cause damage to buildings and roadways, power outages, and broken pipes carrying water, steam and gas.*

**Response:**

- stay inside the building and immediately take shelter underneath a desk or table, wherever possible
- be prepared for further earthquake activity and aftershocks
- stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment as much as possible
- once the shaking has stopped, see if anyone in your area is trapped or injured
- assist anyone who needs help, and assist in the evacuation of the building
- do not attempt to move seriously injured persons unless they are in obvious, immediate danger (of fire, building collapse, etc.)
- do not re-enter the building until it has been declared structurally sound
- check for broken water pipes or shorting electrical circuits. Do not use a match, candle or lighter to find your way, since there may be flammable gas in the air. Turn off all appliances and other electrical equipment.
- **do NOT walk into areas where there is water on the floor.** Standing water can hold an electrical charge from damaged power lines and can cause electrocution.
- do not use telephones except in emergency. Lines should be kept free for emergency rescue operations.
- ensure that sewage lines are intact before running water or flushing toilets

## **Epidemic/Pandemic**

**Event:** *for our purposes, we define an Epidemic and a Pandemic as follows:*

**Epidemic:** *a locally widespread illness that affects Library staff, such as an outbreak of influenza. It may compromise the provision of daily patron services because of staff absences due to illness. Library managers will re-assign available staff as necessary in order to provide essential services and remain open our normal hours.*

**Pandemic:** *a widespread outbreak of disease that becomes global and/ or national in scope. Such an outbreak would require hospitalization of many who become ill, and would result in a higher mortality rate than usual for influenza due to the lack of established immunities in the entire affected population. In this situation, the authorities might initiate social distancing measures, which might include closing the Library, along with other public places, in an effort to prevent the spread of the disease, or the Library might find it necessary to modify its hours in order to function within staffing constraints. In either case, we would continue to offer as many services as possible, including off-site assistance when necessary.*

### **Response to an Epidemic:**

- department heads and supervisors, or other staff acting on their behalf, are responsible for ensuring, as much as is possible, that all routine patron services and staff needs are provided for, by coordinating scheduling and assignment of work to the staff that are available
- see the “Essential Service Provision by One Person” document at the beginning of the Manual. This document provides instructions for providing designated essential services if only one person arrives at the Library on any given day.

### **Response to a Pandemic:**

Follow the instructions for Epidemic response. If it becomes necessary to modify Library hours or to close the Library, Library managers will initiate a “work from home” strategy wherever possible. Steps will include:

- the Library’s Web Manager or other LTSD staff will update the Library’s web page to notify patrons of the Library’s closure or modified hours, and to provide links or phone numbers to call for help
- signs will be posted on the Library’s entrance doors listing the same information as the web page (coordinated by Andrea Horne and web managers)
- services that can be provided by staff working from home either by online chat, e-mail or telephone:
  - ✓ Reference assistance (Information Services)
  - ✓ Proxy Server assistance (Information Services)
  - ✓ RefWorks, EndNote software applications (Information Services)

- ✓ Patient Care requests for information from electronic resources, both in-house and sending to other institutions, by use of email and fax (Document Delivery)
- ✓ Wireless access to Library resources from personal laptops (LRC)
- ✓ PDA assistance (TEC)
- ✓ Troubleshooting access issues to electronic resources (Collection Development Librarian)

\*In the event of a Pandemic, Circulation will suspend customary loan terms, billing, and other maintenance activities as needed, depending on the Library's availability to patrons.

## Evacuation of the Library

- the ERC is responsible for all building evacuations
- the ERC will immediately begin evacuation under the following life-threatening situations: 1) a fire alarm is activated 2) fire is reported in the building 3) smoke is reported in the building
- if the situation is life-threatening and a fire alarm hasn't sounded, the ERC should activate the nearest fire alarm
- if the reason for evacuation is not life-threatening, the ERC should not activate an alarm but should notify patrons of the evacuation via the PA system or in person, or by using the bullhorn (at Circ Supervisor's desk) if there is no electricity
- if the library is being evacuated because of a bio/hazard event in the area, be sure to direct people to exits that will not place them in danger outside

### Evacuation announcement:

**“Your attention please: all library patrons and staff must evacuate the building immediately through the nearest exit. This is not a drill. I repeat: all patrons and staff in the Library must evacuate the building immediately.”**

- while the fire alarm sounds, all Circulation staff as well as any other public services staff available (Doc Del, IS, TEC) will report to the Circulation desk for assignments to assist in clearing the building
- the ERC will remain at the Circulation desk while assigning available staff to check all areas in the library (including restrooms) and Historical Collections to make sure all patrons and staff are evacuating and to assist where necessary
- staff doing the sweeps of public and staff areas should take flashlights with them if the evacuation happens when it is dark outside; there may not be emergency lighting in all areas.
- staff should be aware that **patrons with mobility concerns** may need extra assistance—elevators are not to be used and are often not operable when alarms sound
  - **stairwells with doors** can be used as a safe space for people in wheelchairs—i.e. stairwell from the hallway at the staff entrance to the library (2<sup>nd</sup> floor) and also accessible from the 1<sup>st</sup> floor and the basement—stairwell access is designated by EXIT signs above the doors
  - if the hallways are safe and unimpeded, use the hallways to Hospital East and/or Hospital West to assist patrons to access ramps and automatic doors to the outside
- the ERC or a designated staff member should remain at the Circulation desk if possible until the building is completely vacated
- once the fire department arrives, any remaining Library staff must leave
- the ERC should identify him/herself to the emergency responders in order to coordinate follow-up activities
- when leaving the Library, the ERC should take the bullhorn from the Circulation Supervisor's desk to use if needed for gathering and notifying staff once the evacuation is complete

**Following evacuation of the building:**

- go directly to the designated evacuation site, either the primary site (patio area between main entrance and Jordan) or secondary (corner of JPA and Lee street, lawn area)—see map, following next page
- check to make sure that all members of your department are there; supervisors must account for all staff in their departments
- stay with the group of Library staff and listen for directions and information
- do not re-enter the building until directed by a person in authority
- staff should check with their supervisor if there is uncertainty about the status of the building, their work area, and whether they are to continue their work responsibilities at the present time
- follow all instructions as to work assignments, recovery of the collection, and any maintenance to be done on computers, printers, fax machines, copiers, etc.



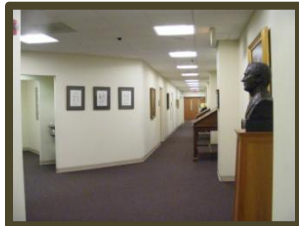
*Bullhorn in box at Circ Supervisor's desk*

**(Evacuation Routes: next page)**

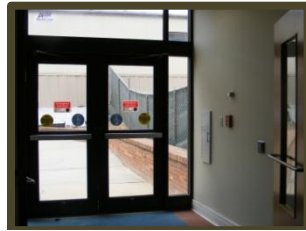
## *Evacuation Routes\**

**Basement Level (Historical Collections):** down the hallway past the restrooms, turn right, go through the emergency exit and up the stairs to the patio. The emergency exit door is equipped with an electronic locking mechanism that automatically unlocks the door when fire alarms sound. This will allow staff to re-enter through the door in the event that the stairwell is dangerous or blocked.

*(We are instructed that the Moll Room exit to Lane Road is to be used only in the event that the hallway route is blocked or unavailable for some other reason.)*



*Hallway to emergency exit, basement level*

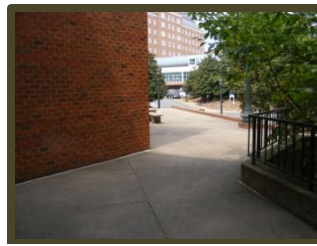


*Emergency exit, Moll Rm*

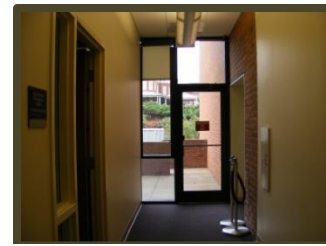
**First Floor (Computer Lab, Med Ed):** emergency exit, hallway between Carter classroom and Media Studio onto patio, or emergency exit from Med Ed office hallway onto patio near Lane Road.



*Emergency exit, 1<sup>st</sup> floor*



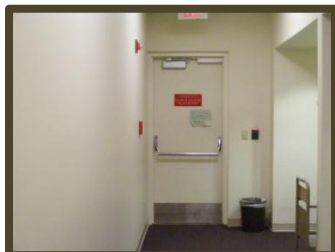
*To patio from 1<sup>st</sup> floor exit*



*Emergency exit, Med Ed area*

### **Second Floor:**

- **Lobby, Information Services staff offices, TEC offices, Circulation/Document Delivery, Administration:** Main exit, then down the stairs to the patio.
- **Technical Services and Staff Lounge:** Exit next to staff lounge then down hallway to stairs across from Library's main entrance and outside to patio.
- **Book Room:** After Hours Study room door, or to main lobby then down stairs and outside to patio, or down the Cabell stairs and out through emergency exit.



*Staff entrance/exit 2<sup>nd</sup> floor*



*Main entrance/exit*



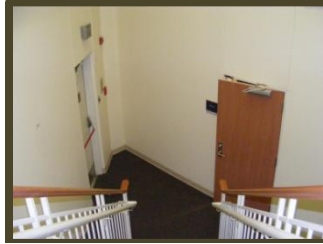
*Patio*



**Cabell:** either emergency exit, one into stairwell and outside on south side of room, or one on north side into hallway and out to JPA.



*Cabell exit into lobby*

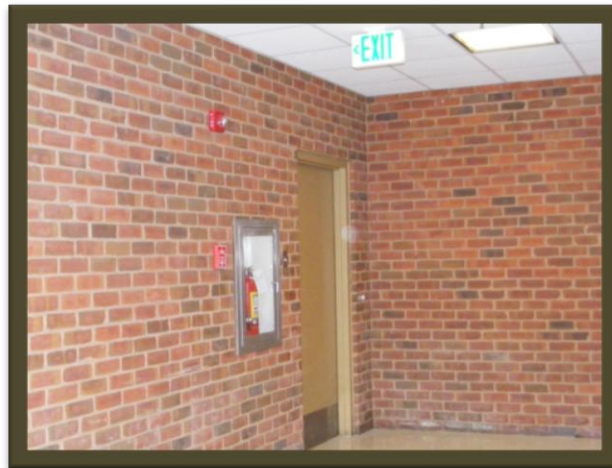


*Cabell stairwell exit*



*Cabell exit onto patio from lobby*

\*For people who cannot negotiate stairs, use the stairwells with fire doors as a safe space. The stairwell at the east end of the library (outside the staff entrance on the 2<sup>nd</sup> floor, also available from the 1<sup>st</sup> floor and the basement level) are designated safe spaces. In each case, the door to the stairwell is marked with an EXIT sign in the ceiling.



*Stairwell entrance, 2<sup>nd</sup> floor, outside staff entrance*

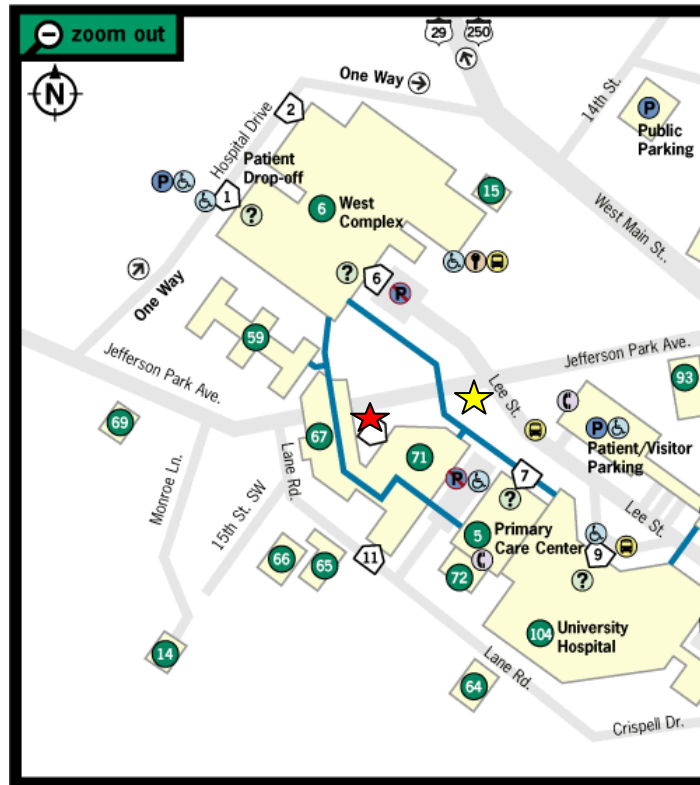
## *Map of Designated evacuation sites for HSL staff after evacuation:*



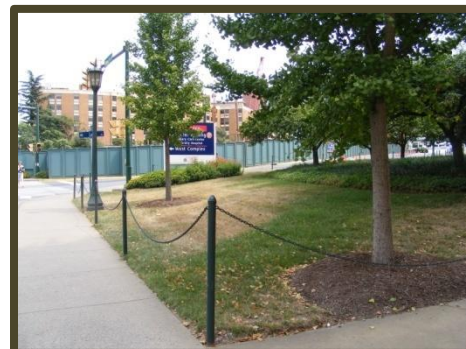
Routine evacuation site—patio outside main entrance



Major disaster evacuation site—corner of JPA and Lee, lawn area, or to be determined otherwise by authorities



*Primary evacuation site—Patio*



*Secondary evacuation site—JPA & Lee St.*

## Explosion

*Event: explosion occurring inside the Library building or in the vicinity of the building*

### Response:

- remain calm, and be prepared for further explosions
- crawl under a table or a desk
- stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment
- the ERC will call 911
- if evacuation is ordered, follow Evacuation procedures, assisting patrons to exit the building and verifying that all rooms are clear, then go to the designated area and report to Administration or the ERC on duty
- do not move seriously injured persons unless they are in obvious, immediate danger (of fire, building collapse, etc.)
- **do NOT walk into areas where there is water on the floor.** Standing water can carry an electrical charge from damaged power lines, causing electrocution!
- open doors carefully, and watch for falling objects
- do not use elevators
- do not use matches or lighters; flashlights are available in Circulation as well as plugged into outlets in Info Svcs and the Staff Lounge. The flashlights that are plugged in are re-charged and can be removed for emergency situations.
- avoid using telephones
- do not assist in the spread of rumors

## **Fire or Smoke in the Building**

**Event:** *someone reports a fire, or reports seeing or smelling smoke from a fire or other source inside the Library or in the hallway outside the Library's main entrance or in other areas adjacent to the Library.*

**Response:**

- activate nearest fire alarm\*
- call 911
- notify the ERC
- evacuate the Library
- do not use elevators
- look for patrons needing assistance

For a less intense smell of smoke, or a localized fire, such as popcorn burning in the Lounge trash can, the ERC will investigate and, if appropriate, use a fire extinguisher to put out the fire. The incident should still be reported to Administration (weekdays) or to Facilities Management (evening/weekends) for follow-up.

If the source of the smoke is not found, the ERC may elect to call Facilities Management (4-2267) for assistance in determining its origin. (During business hours, the ERC will notify HSL's Administration, who will call Facilities Management.)

If smoke is visible in the air, the ERC should call 911 and initiate evacuation of the library, according to Evacuation procedures, and employees should cover their noses and mouths with cloth or tissue to minimize smoke inhalation.

## Flooding

**Event:** any of the ground-level floors level of the Library are flooded by water entering from outside the building at street level, or water enters any area of the library via leaking roof, windows or pipes.

### Response:

- if flooding is observed on the floor or entering through the ceiling or wall in any area of the Library, staff should immediately notify the ERC
- **do NOT walk into areas where there is water on the floor.** Standing water can carry an electrical charge from damaged power lines, causing electrocution!  
***Personal safety takes priority over saving the Library's collections or equipment.***
- the ERC or Administration will call Facilities Management at 4-2267
- Facilities Management will take measures to stop the entry of water
- the ERC, or for large events, local authorities such as Fire/Rescue, Police, or Facilities Management for the Health System will determine if it is safe to enter the affected areas in order to begin a rescue operation of materials and equipment.  
***There is danger of electrocution, as well as exposure to biohazards in areas where water is standing.***
- water-absorbent “socks” are available in both the AV Closet storage area on the second floor and on the Historical Collections supply cart (located in the hallway closet in the Annex area of Historical Collections). These can be used to block and absorb seeping water.



*Sonya with “socks” on the disaster supplies cart,  
Historical Collections*

**The ERC should make sure that LOC and all pertinent department heads know about the incident as soon as possible if materials are damaged, as follows:**

- **Joan Klein** or her designated staff will coordinate rescue/salvage of Historical Collections materials
- **Dan Wilson** will coordinate rescue/salvage of print books and journals from the public collections, notifying Preservation staff at Alderman Library as soon as possible
- **Bart Ragon** or his designated LTSD staff will coordinate rescue/salvage of computer hardware
- **Wilma Lynch** is responsible for coordinating salvage/repair to the Library facility, including flooring, furniture, shelving, etc.

## Hurricane

***Event:** a hurricane that is predicted to make landfall on the mid-Atlantic coastline, or may approach our area over land, but still at hurricane or tropical storm strength, and that has the potential to produce damaging winds, widespread power outages, and flooding.*

### **Response:**

- move as many valuables as possible off the floor to limit flooding damage
- power down all equipment and turn off surge protectors
- move furniture and computer equipment away from windows and cover with plastic
- follow any further instructions from LTSD regarding computers and other electronic equipment
- follow the established communication structure (Library voicemail, supervisors) in order to find out whether the Library will be open, and whether to report to work, either at the Library or at an alternate site
- after the hurricane has passed, the LOC will assess any damage to the facility, collections, and equipment, and will initiate any recovery efforts that are necessary

## Medical Emergency

*Event: a staff member or a visitor to the Library is in need of medical attention*

**Response:**

- if a medical emergency occurs, staff closest to the incident should immediately call 911 to summon emergency services. After the call is placed, notify the ERC on duty about the situation.
- someone should stay with the afflicted individual until help arrives
- the Circulation desk person should use the overhead PA system to request help from any healthcare professionals that may be in the Library or in the hallway outside the Library, as follows:

**“We have a medical emergency in the Library. Would any doctors or nurses in or near the Library please report to the Circulation desk.”**

Repeat this once more if no one comes to the desk immediately.

- **AED Defibrillators:** if an AED Defibrillator is needed, there is one located on the hallway wall outside the Library’s main entrance toward the main hospital, near the entrance to the Jordan Conference Center. Another AED unit is located on the hallway wall near the Link to McKim Hall.
- once emergency services personnel arrive, be prepared to report any details observed to the responders
- report the incident to supervision

## Power Outage

**Event:** *the area experiences an electrical power outage. The outage may be for only a few minutes, or may be widespread and likely to last a longer period of time.*

### Assessing:

If the outage occurs while the Library is open, the ERC and Administration (for weekdays) will determine whether the predicted duration warrants evacuating the Library.

- call Systems Control for the Health System at 982-4685; notify them that the Library is without power, and find out the extent and probable duration of the outage, if possible.
- during daylight, if power is likely to be restored within fifteen minutes, evacuation is not mandatory. If we are informed that the outage is likely to last more than fifteen minutes, or once the outage has lasted fifteen minutes, we will initiate closing procedures.
- during hours of darkness, we will initiate closing procedures immediately for security reasons

### Closing/Evacuating:

- designated Library staff will take flashlights, if necessary, and go to all areas of the Library to notify patrons and assist them in leaving the area. Check restrooms.
- anyone on an elevator when an outage occurs should remain calm and use the intercom or emergency button to get help
- when everyone is out of the Library, the front doors should be locked

### Re-entering the Building:

- a person in authority will notify staff if and when they may re-enter the building
- when the power is back on, the building can be opened to staff
- staff should make sure all areas have lights on, and will power up all electronic equipment by resetting surge protectors and turning on equipment
- once staff have verified that the building is safe for patrons, the Library will be re-opened, if still within the normal hours of operation for the day. The ERC should make an announcement on the overhead PA that the Library has re-opened, so that patrons who may be waiting in the corridor will know they can re-enter the Library.
- staff should trouble-shoot all equipment to make sure that the outage did not cause any failures in hardware or software. If any problems are found, Circulation staff will place the appropriate calls for repair. Circulation will check all public computers, printers, and photocopiers, as well as the copy card vending machine in the Reference Computing area. If public copiers or printers require service, Circulation will place a service call to Printing & Copying Services (924-3785).
- the Library's surveillance system may sound alarms when the power is interrupted, and may also issue alarms because patrons may exit through emergency doors. Once the power is back on, staff should be dispatched to check all emergency exits, and all alarms may be cancelled if the areas are in order. Staff should note on the clipboard which alarms were set off, the time, and the cause.
- the air-handling systems may go off-line when a power outage occurs. Once the power is restored, the heat or air conditioning systems should return the temperature and humidity in the Library to a comfortable level within a relatively short period of time. If this does not occur, Administration will notify Facilities Management (924-2267), who will make whatever adjustments are necessary. If this occurs when Administration is closed, the ERC should call Systems Control at 982-4685.



## Severe Storm

***Event:** a winter storm or thunderstorm that prevents some staff reporting to work. The ice and snow of a winter storm will present adverse travel conditions, and may produce power outages in the vicinity of the Library and the surrounding areas. Thunderstorms may also produce travel difficulties in areas where trees have fallen, roads are flooded, and power lines are down.*

**Response:**

- The Library should be opened and closed on time, unless we are notified otherwise by our own Administration.
- follow instructions in the Communication section of this manual to find out whether hours have been changed if you are not notified personally
- Circulation is normally responsible for opening and closing procedures, and will have staff designated as essential for this purpose. However, if no one is available from Circulation, any Library staff member can open and close the Library by following the procedures contained in the Circulation Quick Reference manual, shelved at the Circulation desk or the “Emergency Library Opening” procedure, pg. 6.
- Department heads and supervisors are responsible for ensuring that all regular patron services and staff needs are provided for as well as is possible, by coordinating scheduling and assignment of work to the staff that are available.
- If the severe storm is a violent thunderstorm, see procedures in this manual for the relevant situations: Power Outage, Flooding, and Tornado.

## Shelter-In-Place Guidelines and Recommended Locations

In certain emergency/disaster situations evacuation will NOT be the appropriate immediate response. Evacuating the building during a contamination incident, an earthquake, a tornado, or an armed and dangerous person in the vicinity will actually place people in greater danger than if they were to stay inside and wait. The Shelter-In-Place procedure is designed to protect library staff and patrons in these situations, or others as determined by library management and/or the ERC on duty.

### Where to take shelter:

- the shelter-in-place location for a **chemical spill or biological agent contamination** should be as high up in the building as possible, and in a room without windows, if possible (i.e. our Staff Lounge on the second floor)
- in the event of an **earthquake**, the immediate shelter-in-place location is underneath the nearest desk or sturdy table, away from anything that might fall over
- the best place to shelter from a **tornado** is as far from windows and exterior doors as possible, as close to the center of the building and as low in the building as possible (**basement hallway** if time allows, if time is short, evacuate the book room and take shelter in the **east and west ends of the building away from windows**)
- if an **armed and dangerous person** is reported in the vicinity, people should seek shelter in rooms without windows or with windows covered (shades or blinds), and with doors that can be locked/unlocked from the inside wherever possible, everyone should silence cell phones and remain quiet
- stairwells with fire doors are designated by the University and the safety/security community at large as **safe spaces** in emergencies. On each floor, there is a marked Exit into the stairwell at the southeast (Jordan Hall) corner of the building: outside the staff entrance on the second floor, down the hallway next to the Carter Classroom on the first floor, and at the end of the hall toward Jordan and to the right on the basement level. All first responders, i.e. law enforcement, fire and rescue personnel, will automatically check the stairwells when responding to a call.

### Procedure:

#### *If the situation is urgent or life-threatening and time is of the essence:*

- use the PA to announce the emergency and give appropriate directions
- try to assist patrons to safety, but do not endanger your own safety--the official first responders (fire, police, rescue) will deal with uncooperative patrons in the event that they refuse to follow instructions
- go immediately to the closest appropriate shelter space

***If the situation is not life-threatening and time is available:***

- close the Library and post the “Shelter in Place” sign on the outside of the front doors. The sign explains why we are closed, where we are, and how to contact us. The sign is located in the front pocket of the Disaster Plan binder at the Circulation desk.
- forward the Circulation desk phone to the Staff Lounge phone at 982-5980 (press #9 then 2-5980).
- for a contamination incident or a tornado warning, use the PA to announce the incident and the shelter-in-place, and ask patrons to stay in the Library rather than leaving (*see procedures for Biological/Chemical Contamination and for Tornado*)
- ERC or Admin should call Facilities Management (924-2667) or Systems Control (982-4685) to request that they turn off all fans, heating and air conditioning systems in our building
- go to the appropriate shelter-in-place location (see above) and take your personal belongings (purses, laptops, cell phone, keys, ID, etc.) with you
- in the Lounge, for a contamination incident, use the ladder, the duct tape and plastic sheeting (needs to be heavier than plastic food wrap) to seal all cracks around the doors and any vents into the room. Use wet paper towels to seal the openings underneath the doors. All supplies are in or beside the black cabinet in the kitchen alcove (see below).
- use the telephone in the Lounge or a cell phone to notify emergency services (911) that we are in our shelter-in-place, including how many people and where we are
- we are advised to monitor radio broadcasts or consult the internet (on the lounge computer or by iPhones) until we are told all is safe or we are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk.

***Shelter-In-Place Supplies***

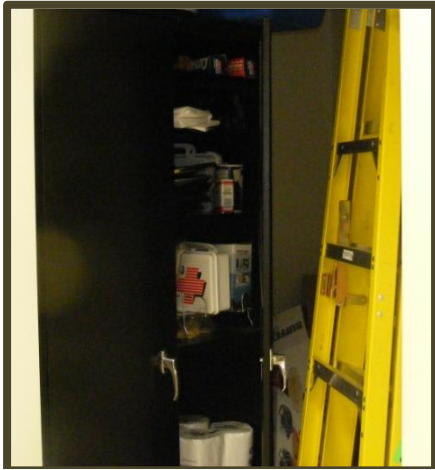
The following supplies should be available at all times in the Library’s Staff Lounge on the second floor, for emergency use. They should not be “borrowed” for other purposes, and any time they are used, staff should notify the Circulation Supervisor to arrange for replacement.

In the black cabinet adjacent to the kitchen:

- First aid kit
- Emergency radio/flashlight with self-charging battery
- Duct tape
- Paper towels
- Scissors

In the corner next to the black cabinet:

- Rolls of plastic sheeting
- Ladder for use in taping around ceiling vents and doors



*Ladder and supplies, staff lounge kitchen    Staff lounge computer, telephone*

## Suspicious Behavior

**Event:** *a Library staff member observes or is notified about someone's behavior that appears suspicious. The behavior may be erratic, inappropriate, or threatening, for example.*

**Response:**

- notify the person at the Circulation desk if you see anyone exhibiting suspicious behavior of any kind
- the Circulation desk person will notify the ERC
- the ERC will observe the person and determine whether the behavior is threatening to other patrons or staff, or if it is likely to become so
- the ERC may elect to call 911 immediately, or may elect to continue to observe the patron and then decide whether to call 911, based on the circumstances
- if the police are called, the ERC must remain available to talk with them, giving a description of the person, the activity observed, and the time involved

## **Suspicious/Unidentified Parcel, Package, or Bag**

**Event:** *someone observes an unclaimed package, parcel, or bag inside the Library or in the hallway outside the Library.*

**Response:**

- if anyone notices a parcel that is suspicious for any reason, he/she should notify the person at the Circulation desk, who should notify the ERC
- the ERC will decide whether or not to notify the authorities by calling 911
- if the police are called, the ERC and the person who noticed the object should make a full report to them, including times and any other details

## Theft

*Event: a staff member or a patron reports an item has been stolen.*

**Response:**

- the person receiving the report of a theft should notify the ERC immediately
- the ERC will call the police at 911
- the person whose belongings were taken should stay with the ERC at the Circulation desk to await the arrival of the police
- once the police arrive, the victim should make a full report of what was taken, where it was located when stolen, and what time the theft was noticed
- if requested by a police officer, allow him/her to view the recording from the surveillance cameras (do not volunteer or mention the surveillance system to patrons before the police arrive)

## Tornado

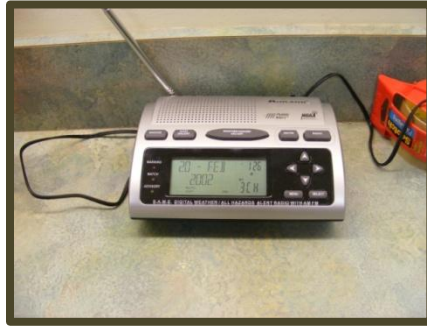
**Event:** *a rotating column of air at destructively high speeds, capable of producing major structural damage and loss of life.*

**Tornado WATCH:** means **conditions are right** for a tornado. During a tornado watch, staff should be alert to weather conditions and tune into a weather reporting station.

**Tornado WARNING:** means that a tornado **has been sighted** within a 25-mile area. Tornado warnings normally are given 3 minutes to 15 minutes in advance of the tornado.

### Response:

- the ERC should monitor weather reporting stations for announcements of tornado watches and warnings, during any time of unsettled or stormy weather. This occurs most often in Spring and Summer in our region, but can happen at any time of year.
- our NOAA All Hazards radio is in the bindery prep area behind Circulation (the only place where it receives a reliable signal). Whenever its alarm goes off, the ERC should be notified.



If a **tornado warning** is issued for the city of Charlottesville, the ERC should make the following announcement on the PA system:

**“Your attention please. A tornado warning has been posted for our immediate area. Please move away from windows and exterior doors at this time. Do not use elevators.”**

- if a tornado is sighted or reported in the vicinity of the Library, the ERC should immediately announce **tornado shelter-in-place procedures** (see following) over the PA, or, if power is off, staff should use the bullhorn (stored at the Circulation Supervisor’s desk) to inform patrons and staff, directing them to the appropriate shelter-in-place location.

### Announcement for tornado shelter-in-place:

**“Your attention please: a tornado has been sighted in our area. We are initiating shelter-in-place procedures. Please move to designated shelter-in-place areas within the library, as far away from windows and exterior doors as possible. Library staff are available to direct you to the safest locations.”**



*\*\*\*The most important action in this event is to get people out of the second floor book room. If there is no time to get people downstairs, at least move everyone to the back of the book room (after hours study area) and away from windows.\*\*\**

- the best shelter from a tornado is **as low in the building and as close to the center as possible**. We believe the best place to shelter is the hallway and annex area of Historical Collections. If staff have time, they can use the stairway from the hall outside the staff entrance on the second floor to get to Historical Collections, thereby avoiding the lobby area.
- Options for tornado shelter-in-place locations in the library are:
  - **second floor lobby and staff work areas:** staff lounge/back hallway area on Jordan Hall end
  - **second floor for patrons and staff in the book room:** the after-hours study area on the McKim Hall end of the book room
  - **Cabell Room:** the hallway area near the restrooms and elevator
  - **first floor:** back hallway near the Tolleson Room
  - **basement level:** the hallway outside Historical Collections and their annex area
- if the tornado causes damage to the building, the ERC should initiate evacuation procedures once it's safe to leave the building.

If there is no tornado sighted or reported and the warning is lifted, the ERC should make the following announcement on the PA system:

**“Your attention please: the tornado warning has been lifted.”**

The ERC should continue to monitor the weather situation for further alerts until the storm system has passed and conditions are normal for the season.

## REPORTING

All emergency responses must be reported to the ERC, either verbally (in person or by phone when the situation is urgent), or via email. Once an the emergency response has been made, a formal, written report must be made to the Associate Director of CMAS (Dan Wilson) as well as to the supervisor of the department involved.

A copy of the form to be used for the written report is in this binder, immediately following this page. Additional copies can be found at the Circulation desk, and the electronic original is on the *S:Staff* drive of the Library server, in the *Disaster Plan* folder, entitled *Emergency Response Report Form*. All reporting should include all applicable details, including date, time, details of the incident and names of people involved, the response, and any recovery efforts made.

The Emergency Response Coordinator is responsible for providing a report to members of the LOC as soon as possible after any incident.

## Emergency Response Report

Fill out a copy of this form after each incident that is handled within the Emergency Response/ Disaster procedures. Submit the completed form to the Associate Director of CMAS (Dan Wilson), to the Administrative Services Manager (Wilma Lynch), and to the Circulation Supervisor. *For all sections, continue the information on the back of the form or attach another sheet of paper if more space is needed.*

Date of the incident: \_\_\_\_\_ Time: \_\_\_\_\_

Type of incident—include details of what happened: \_\_\_\_\_

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The ERC on duty was (name of staff member): \_\_\_\_\_

Describe all actions taken by Library staff in response to the incident: \_\_\_\_\_

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Outside agencies notified (Fire/Rescue/Police, Facilities Management, etc.):

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Describe all actions you know of that were taken by any outside agency in response to the incident:

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Note any follow-up action that is required to the response, as well as any observations about what procedures were not effective or could be improved:

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This form is submitted by: \_\_\_\_\_ (Print) \_\_\_\_\_ (Signature)

## ADMINISTRATION OF RECOVERY PROCEDURES

After any emergency response, recovery measures will be taken by the following:

### ***Recovery of Service Provision and Support Services:***

The Library Operations Committee (LOC) will make strategic decisions about Library operations having to do with providing patron service and maintaining the necessary support functions, in the event of an emergency or disaster (see the Leadership Roles table in this manual). They will communicate with department heads and/or supervisors to arrange for changes in work, locations of workspaces, access to resources, etc.

In the event that the Library is damaged and not habitable, the LOC will devise plans for less than thirty days and more than thirty days. Possible service sites for a satellite reference desk might include: Jordan Hall Conference Center, McKim Hall, West Complex, and/or the Science/Engineering Library. Designated staff will be assigned off-site work spaces.

### ***Recovery of Library Collections:***

The LOC will evaluate the need and feasibility to pull selected collection materials out of the building and re-locate them elsewhere at the University. (See the *Collection Preservation* section of the **Appendix** of this manual for lists of core materials.)

We have an agreement with the University Library's Preservation department to assist us in the event of damage to our collections. Their procedures are available from their website at <http://www.lib.virginia.edu/preservation/disaster/index.html>

If library materials are damaged or could potentially be damaged, notify Holly Robertson, Preservation Librarian for the University Libraries (work: 434-924-1055; cell: XXX-XXXX). Holly will coordinate the disaster recovery response with the Quick Response Team from the University Library system and advise HSL management in recovery procedures by our staff.

In addition, our library has established an informal relationship with Belfor USA, a commercial salvage and recovery company with an office in Richmond. Our contact person there is **Keats Wade**, contact info:

(804) 342-7444 (office)

**(804) XXX-XXXX (cell)**

E-mail address

### ***Recovery of the Facility and Equipment:***

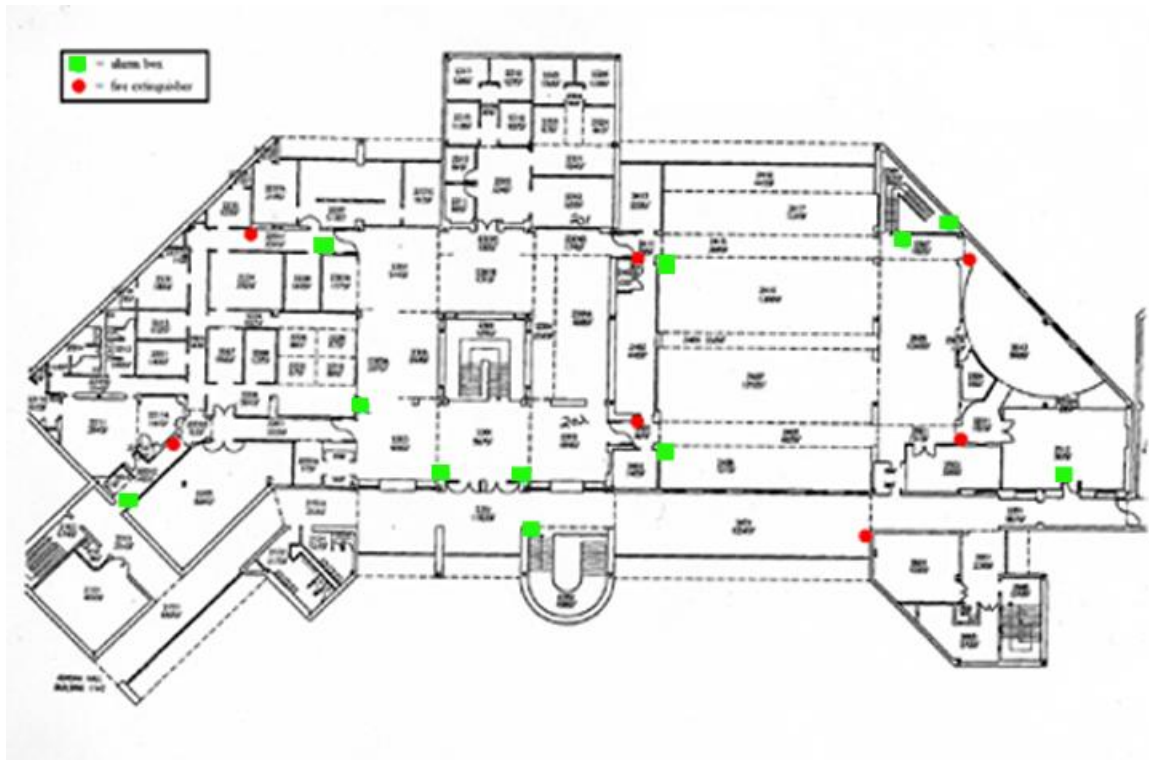
The Library's Administrative Services staff will arrange for recovery of all matters relating to the Library facilities, including the building itself and all utilities it provides (air handling, electricity, elevators, etc.), and the furnishings in the Library.

The Library's Associate Director for LTSD will coordinate repair/replacement of all computers and computer-related equipment.

## APPENDIX

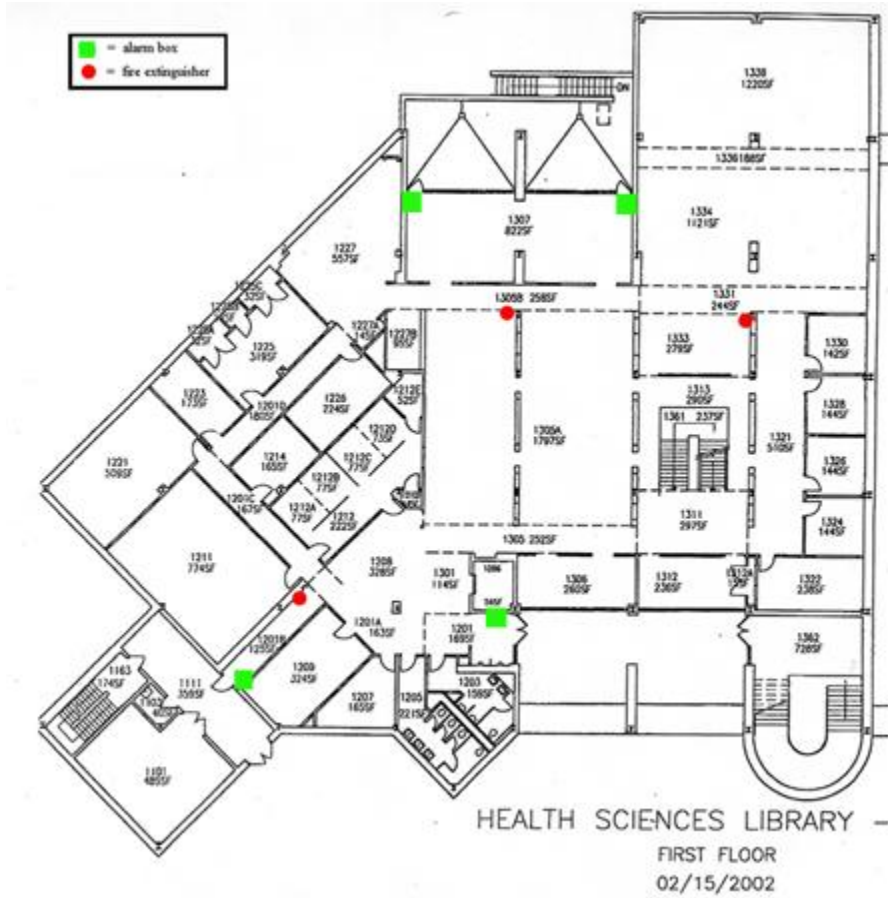
### LOCATIONS OF FIRE ALARMS AND EXTINGUISHERS

Second Floor—Main Lobby, Library staff offices,  
Book room, After Hours Study areas



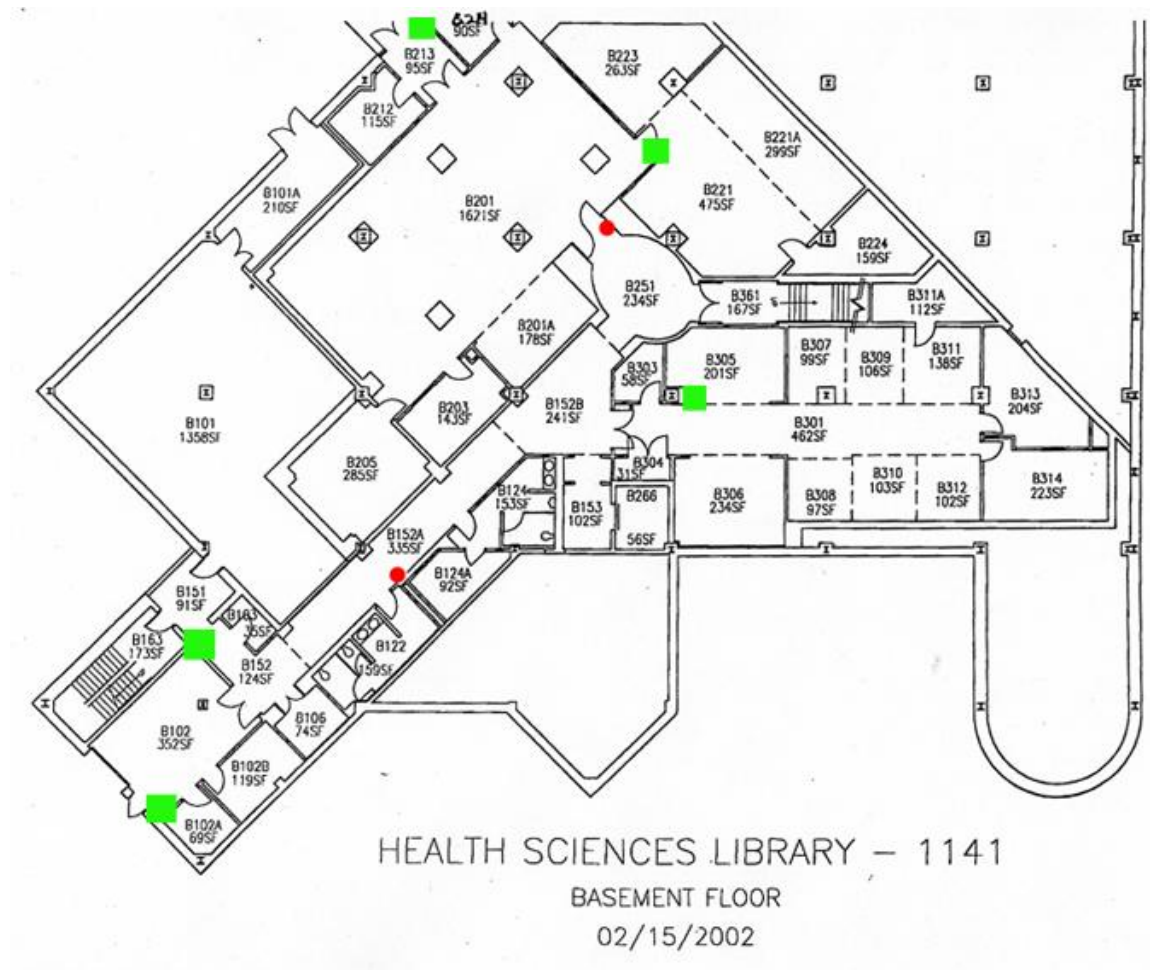
Green squares=Alarm boxes  
Red circles=Fire extinguishers

**First Floor—Computer Lab, Group Study Rooms,  
Classrooms, Med Ed**



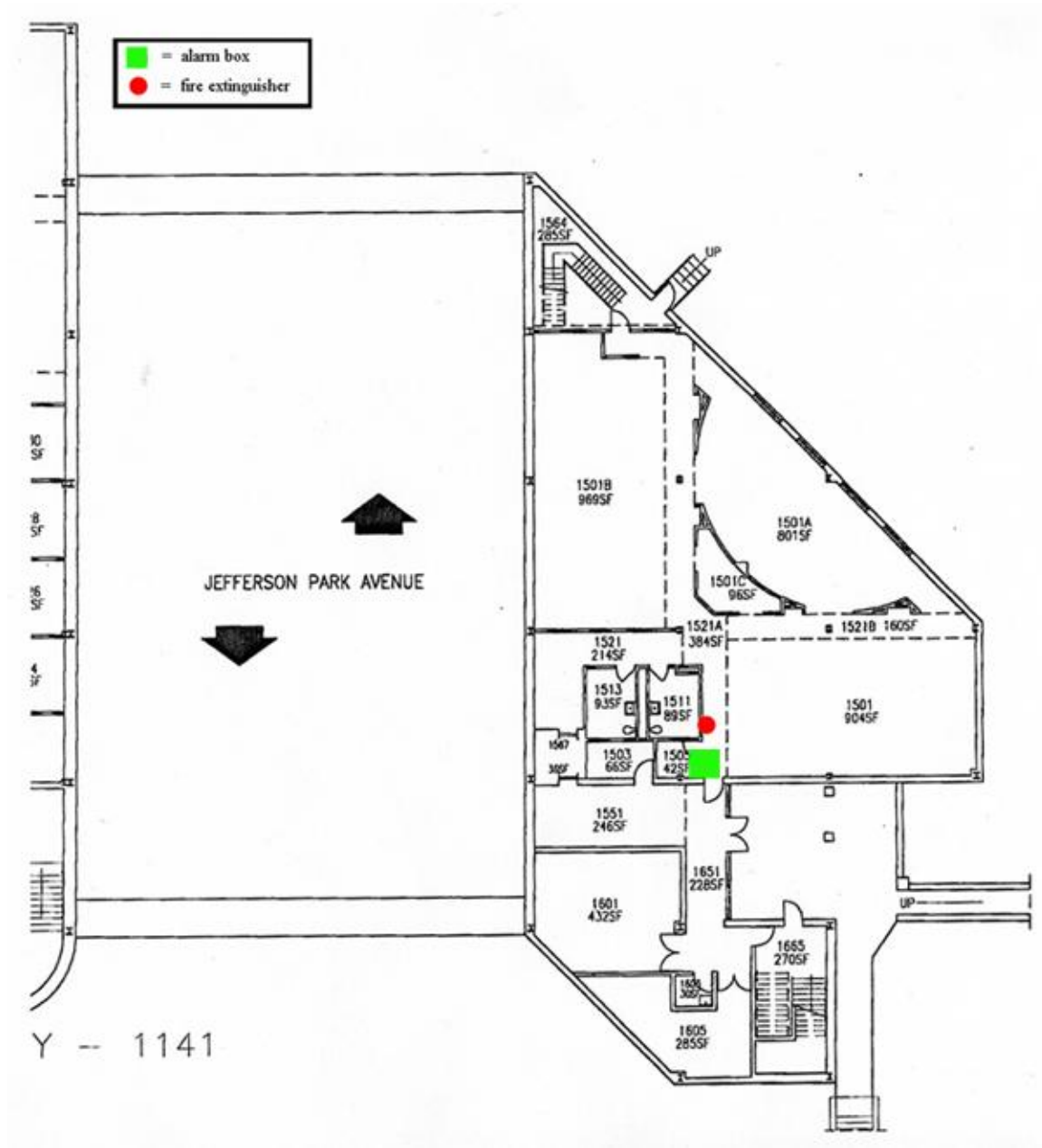
Green squares=Alarm boxes  
Red circles=Fire extinguishers

## Basement Level—Historical Collections



Green squares=Alarm boxes  
 Red circles=Fire extinguishers

Cabell Room (First Floor, West End)—Journal room





## COLLECTION SALVAGE AND RECOVERY

### Collection Recovery Salvage Priority List

Collection	Location	Contact
<b>Historical Collections (Rare materials)</b>	Historical Collections Department, Basement Level of HSL	<b>Joan Klein</b> , Assistant Director & Curator (W) 434 / 924-0052
<b>Kerr-White Collection (Rare)</b>	2 <sup>nd</sup> floor, Book Room, Detmer Room (Rm. 2502)	<b>Joan Klein</b> , Assistant Director & Curator (W) 434 / 924-0052
<b>Reserve Collection (Permanent &amp; Class)</b>	2 <sup>nd</sup> floor, Main Lobby, south wall (between door to Administration and door into Book Room)	<b>Dan Wilson</b> , Associate Director/CMAS (W) 434 / 924-0193
<b>Reference Collection</b>	2 <sup>nd</sup> floor, Main Lobby, shelving that surrounds the central stairwell	<b>Andrea Horne</b> , Associate Director/Info Svcs (W) 434 / 924-9985
<b>Journal Collection, 1964-Current</b>	Cabell Room	<b>Dan Wilson</b> , Associate Director/CMAS (W) 434 / 924-0193
<b>Book Collection (Monographs)</b>	2 <sup>nd</sup> floor, west of lobby, east of After Hours study area	<b>Dan Wilson</b> , Associate Director/CMAS (W) 434 / 924-0193
<b>AV Collection</b>	2 <sup>nd</sup> floor, Book room and behind the Circulation desk	<b>Dan Wilson</b> , Associate Director/CMAS (W) 434 / 924-0193
<b>Patient &amp; Family Health Collection</b>	2 <sup>nd</sup> floor, Main Lobby, alcove adjacent to Circulation Desk	<b>Dan Wilson</b> , Associate Director/CMAS (W) 434 / 924-0193

*Collection snapshots, August 2008*

**Historical Collections, Moll Room:**



**Historical Collections, Rawles Room:**



**Kerr White Collection, Detmer Room (2<sup>nd</sup> Floor, Book Room)**



**Reserve Collection (Lobby, back wall)**

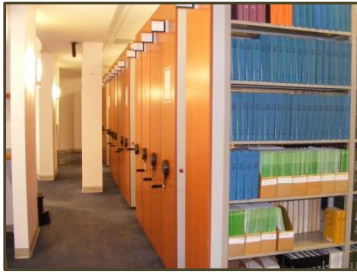


**Reference Collection (Lobby, stairwell shelving)**





**Journals, 1964 to Current—Cabell Room**



**Monograph Collection—2<sup>nd</sup> Floor, Book Room**



**Patient & Family Health Collection—Lobby, 2<sup>nd</sup> Floor**



## Core Journal Titles

Academic medicine  
 AIDS  
 AIDS patient care  
 AIDS patient care and STDs  
 AIDS research  
 AIDS research and human retroviruses.  
 American journal of roentgenology, radium therapy, and nuclear medicine  
 AJR, American journal of roentgenology  
 Alcoholism: clinical and experimental research  
 Allergy  
 American family physician  
 The American heart journal  
 The American journal of cardiology  
 American journal of clinical pathology.  
 American journal of critical care  
 The American journal of emergency medicine.  
 American journal of hygiene  
 American journal of epidemiology.  
 American journal of human genetics.  
 American journal of kidney diseases  
 The American journal of medicine.  
 The American journal of medicine. Supplement.  
 The American journal of nursing.  
 The American journal of obstetrics and diseases of women and children.  
 American journal of obstetrics and gynecology.  
 American journal of ophthalmology.  
 Journal of medical research  
 The American journal of pathology.  
 American journal of physiology.  
 American journal of physiology. Cell physiology  
 American journal of physiology. Endocrinology, metabolism and gastrointestinal physiology  
 American journal of physiology. Gastrointestinal and liver physiology  
 American journal of physiology. Heart and circulatory physiology  
 American journal of physiology. Legacy content  
 American journal of physiology. Lung cellular and molecular physiology  
 American journal of physiology. Regulatory, integrative and comparative physiology  
 American journal of physiology. Renal, fluid and electrolyte physiology  
 American journal of preventive medicine.  
 American journal of insanity  
 The American journal of psychiatry.  
 Journal of the American Public Health Association  
 Public health papers and reports  
 American journal of public health  
 Revised August 2008

American journal of public health.  
American review of tuberculosis and pulmonary diseases  
The American review of respiratory disease.  
American journal of respiratory and critical care medicine  
American journal of respiratory cell and molecular biology  
Journal of sports medicine  
The American journal of sports medicine.  
The American journal of sports medicine.  
The American journal of surgical pathology.  
Philadelphia journal of the medical and physical sciences  
American medical recorder  
The American journal of the medical sciences.  
American journal of tropical medicine  
Journal of the National Malaria Society  
The American journal of tropical medicine and hygiene.  
Anaesthesia.  
Current researches in anesthesia & analgesia  
Anesthesia and analgesia.  
Anesthesiology.  
JACEP  
Annals of emergency medicine.  
Annals of clinical medicine  
Annals of internal medicine.  
Annals of surgery.  
Annals of the rheumatic diseases.  
Antimicrobial agents and chemotherapy  
Antimicrobial agents and chemotherapy (1972- )  
Applied microbiology  
Applied and environmental microbiology.  
Applied immunohistochemistry & molecular morphology  
A.M.A. archives of dermatology  
Archives of dermatology.  
Archives of disease in childhood.  
Archives of disease in childhood. Education and practice edition.  
Archives of disease in childhood. Fetal and neonatal edition.  
A.M.A. archives of neurology and psychiatry.  
A.M.A. archives of general psychiatry.  
Archives of general psychiatry.  
A.M.A. archives of internal medicine  
Archives of internal medicine.  
A.M.A. archives of neurology  
Archives of neurology.  
Archives of ophthalmology and otology  
Archives of ophthalmology (1879-1950)  
A.M.A. archives of ophthalmology (1950-1960)  
Archives of ophthalmology (1960)  
A.M.A. archives of otolaryngology  
Archives of otolaryngology.  
Archives of otolaryngology--head & neck surgery

Archives of pathology  
Archives of pathology & laboratory medicine.  
American journal of diseases of children  
Archives of pediatrics & adolescent medicine.  
A.M.A. archives of surgery  
Archives of surgery.  
Arteriosclerosis  
Arteriosclerosis and thrombosis  
Arteriosclerosis, thrombosis, and vascular biology  
British medical journal  
BMJ  
The Journal of mental science.  
The British journal of psychiatry.  
Carcinogenesis.  
Cell.  
Diseases of the chest  
Chest.  
Circulation.  
Circulation research  
Circulation research. Supplement.  
Clinical chemistry.  
Reviews of infectious diseases  
Clinical infectious diseases  
Clinical orthopaedics  
Clinical orthopaedics and related research.  
Clinical pharmacology and therapeutics.  
Contact dermatitis.  
New Horizons  
Critical care medicine.  
Deutsche medizinische Wochenschrift.  
Diabetes care.  
Proceedings of the American Diabetes Association  
Diabetes.  
Differentiation.  
Drugs.  
Endocrine reviews.  
American Goiter Association. Transactions of the American Goiter Association  
Endocrinology.  
Epidemiology.  
Epilepsia  
The European journal of neuroscience.  
Family medicine.  
Federation proceedings (Federation of American Societies for Experimental Biology)  
The FASEB journal.  
Gastroenterology.  
Genes & development.  
PCR methods and applications  
Genome research.  
Gut

Health affairs.  
British heart journal.  
Heart (1996)  
Human reproduction.  
Hypertension.  
Inquiry.  
Journal of the American Medical Association  
JAMA: the journal of the American Medical Association.  
Journal of advanced nursing.  
Journal of allergy  
The Journal of allergy and clinical immunology  
Journal of the American Dietetic Association.  
Journal of applied physiology.  
Journal of applied physiology: Respiratory, environmental and exercise physiology.  
Journal of applied physiology (Bethesda MD, 1985)  
The Journal of biological chemistry.  
Journal of clinical endocrinology  
American Goiter Association. Transactions of the American Goiter Association  
The Journal of clinical endocrinology & metabolism.  
Journal of clinical gastroenterology.  
The Journal of clinical investigation.  
Journal of clinical oncology  
The Journal of experimental medicine  
The Journal of family practice.  
The Journal of general physiology.  
The journal of immunology.  
The Journal of immunology, virus research and experimental chemotherapy.  
Journal of immunology (Baltimore, MD 1950)  
The Journal of infectious diseases  
Journal of intravenous nursing  
Journal of infusion nursing  
Journal of neurosurgery.  
The Journal of nutrition.  
The Journal of pharmacology and experimental therapeutics.  
The Journal of physiology.  
Journal of the American Academy of Child and Adolescent Psychiatry.  
Journal of the American Academy of Dermatology.  
Journal of the American College of Cardiology.  
Surgery, gynecology & obstetrics  
Journal of the American College of Surgeons.  
The Journal of the American Dental Association.  
Transactions of the American Therapeutic Society  
Journal of the American Geriatrics Society.  
Journal of the American Society of Nephrology  
Cancer treatment reports  
Journal of the National Cancer Institute: JNCI.  
Journal of thoracic surgery  
Journal of thoracic and cardiovascular surgery.  
The Journal of trauma or Journal of trauma, injury, infection, and critical care



Investigative urology.  
Urological survey.  
Transactions of the American Urological Association.  
The Journal of urology  
Journal of vascular and interventional radiology  
Journal of vascular surgery.  
Journal of virology.  
Journal of gerontology  
The journals of gerontology. Series A, Biological sciences and medical sciences.  
The journals of gerontology. Series B, Psychological sciences and social sciences.  
The Lancet.  
Bulletin of the Mayo Clinic and the Mayo Foundation  
Report of the weekly staff meeting of the Mayo Clinic.  
Proceedings of the weekly staff meeting of the Mayo Clinic.  
Proceedings of the staff meetings of the Mayo Clinic.  
Mayo Clinic proceedings.  
Medical care.  
British journal of medical education  
Medical education.  
Medical history.  
Medical history. Supplement.  
Medicine.  
Journal of general microbiology  
Microbiology (Reading, England)  
Microbiological reviews  
Microbiology and molecular biology reviews  
Molecular endocrinology.  
Nature.  
Nephrology, dialysis, transplantation.  
Neurology.  
Neurosurgery.  
Boston medical and surgical journal  
The New England journal of medicine.  
Nurse educator.  
Nursing update  
NursingLife  
Nursing.  
Nursing administration quarterly.  
Supervisor nurse  
Nursing management.  
Nursing research.  
Obstetrics and gynecology.  
Oncogene.  
Oncogene Reviews  
Pediatrics (Evanston)  
Pediatrics in review  
Journal of pharmacology and experimental therapeutics  
Pharmacological reviews.  
Physiological reviews.

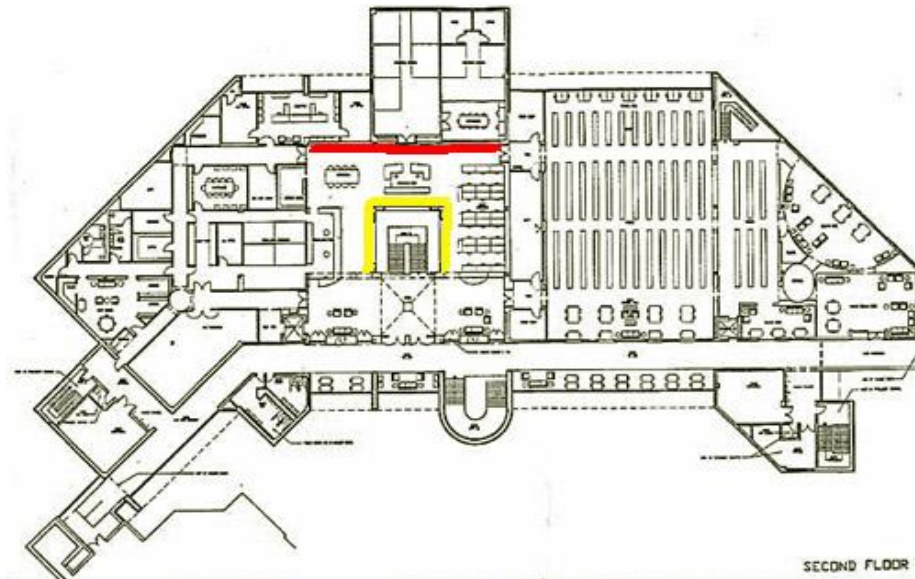
Revised August 2008

Physiological reviews. Supplement.  
Plastic and reconstructive surgery (1946)  
Plastic and reconstructive surgery and the transplantation bulletin.  
Plastic and reconstructive surgery (1963)  
PLoS biology.  
PLoS medicine.  
Postgraduate medical journal.  
Postgraduate medical journal. Supplement.  
Proceedings of the National Academy of Sciences of the United States of America:  
PNAS.  
Psychological medicine.  
Radiology.  
RN.  
Science.  
Scientific American.  
Spine.  
Stroke.

## Core Book Titles in the Health Sciences

All core titles are shelved in the Lobby of the Library:

1. **Reserve Collection:** on the wall behind the Information Services desk
2. **Reference Collection:** on the shelves surrounding the stairwell



## Salvage Procedures and Information

In the event that materials or equipment belonging to the Library are damaged, the first call should be to Dan Wilson (924-0193 office, XXX-XXXX home).

Dan will notify **Holly Robertson**, Head of Preservation for the University Library system, contact info: **work: 434-924-1055; cell: XXX-XXXX** and will coordinate the organizing and implementing of a salvage operation.

If the damage involves materials belonging to Historical Collections, Dan will confer with Joan Klein, and LOC will be notified. Procedures for notification and salvaging priority information for Historical Collections are contained in the Historical Collections information section of Departmental Procedures in the Appendix.

If staff are directed to begin basic procedures to begin salvage of wet materials, see the document following this page: *“Emergency Do’s and Don’ts for Water Damaged Materials.”* Supplies for salvaging wet books are stored both in Historical Collections (for materials on the basement level) and on the second floor in the AV Closet, as specified in the *Disaster Supplies Inventory* in this manual.

If the LOC determines that a call to a professional salvage company is necessary, we have made contact with **Belfor, USA**, the Richmond, VA office. Our contact person there is **Keats Wade**, contact info:

(804) 342-7444 (office)  
Email address

X.I.C.3

## Emergency DO's & DON'Ts for Water Damaged Materials

Advance planning and training are essential, in order to react quickly in the event of a disaster. In addition, here are a few useful reminders when dealing with both small recurring problems, like water leaks, or the first stages of assessment and stabilization of a disaster situation.

### DO!

#### DO LIMIT DAMAGE

Shut off source of water if possible.

Shield books and papers from source of water. *If pouring from above*, cover stacks with plastic sheeting or move materials to another location. *If flooding from below*, make a dam barrier (with sandbags if available, not with books); move materials higher on shelves or move off shelves to another location.

#### DO GET HELP

Call Facilities to help. Activate the Disaster Response Team.

#### DO CONTROL TEMPERATURE AND HUMIDITY IN AREA

Turn off heat, circulate air; use fans, dehumidifiers, outside air, air conditioning. Remove water; use water vacuum, mop, squeegee. Or have this done.

#### DO ASSESS DAMAGE AND PLAN RECOVERY

If there is time, check value of water damaged books and papers, and salvage those worth saving. Note any materials being discarded to facilitate later withdrawal or replacement decisions. Call conservator about 15th - 18th century books, and about all leather, vellum or parchment bindings. Consider separating: (1) damp or only wet-around-the-edges materials to be air dried, from (2) fully soaked and coated-paper materials that should be frozen and vacuum freeze dried.

#### DO BEGIN RECOVERY

Freeze or dry within 48 hours, coated paper within 6 hours. Air drying, the oldest and most common method of dealing with wet materials, is most suitable for small numbers of damp or slightly wet books and documents. While it requires no special equipment, it is an extremely labor-intensive, tedious process that requires skill and patience. As well, the process can occupy a great deal of space, and it is seldom successful for coated paper books. Furthermore, it can result in badly distorted bindings and textblocks. So, contact conservators for advice/assistance or carefully study guidelines suggested by preservation experts before beginning. Or freeze materials while awaiting a later drying decision.

#### DO PACK WET BOOKS FOR TRANSPORT TO FREEZERS

Packing DO's & DON'Ts provide tips on how to fill and handle boxes.

### DON'T! DON'T!

Don't stack books or papers in piles on the floor.

Don't open wet books, exposing wet paper that tears easily.

Don't press wet books or papers.

Don't rub surfaces of paper or books, even if soiled (mud can be brushed off when dry).

Don't remove book covers, or remove folders. Don't disturb wet file boxes, prints, drawings or photographic single sheets.

Don't separate pages or single sheets of paper unless supported by polyester film or fabric.

Don't attempt to write on wet paper or books.

Don't use bleaches, detergents, water-soluble fungicides on books or paper.

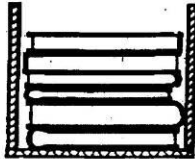
Don't use staples, paper or bulldog clips, adhesive tape or adhesives of any kind on wet paper.

Don't use colored blotting paper or colored paper of any kind to dry books or other documents.

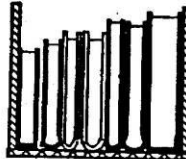
## Packing DO's and DON'Ts

### DO!

**DO PACK BOOKS TO MINIMIZE STICKING, DISTORTION AND SWELLING**  
When possible, maintain order and proper sequence. Give priority to 19th and early 20th century leather bindings, and to coated paper. Place waxed/freezer paper or deli wrap between books to prevent sticking. To help keep the textblocks from separating from or distorting the covers, place books one at a time, in either of two ways: flat reversing spines, as shown in *Figure A*, or spine down in a single layer, as shown in *Figure B*. Support each book firmly on either side to prevent further swelling. To minimize warping, pack books next to others of similar size. Pack boxes tightly enough to reduce shifting, but do not crush. Books will emerge from freezing in pretty much the same condition as they went in.



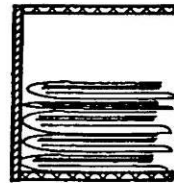
*Figure A*



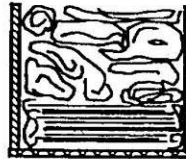
*Figure B*

### DO PACK MATERIALS TO PROVIDE SUPPORT AND MINIMIZE SHIFTING

Records that are stored in boxes may be frozen, box and all, if box is still strong. It is also possible, in the interest of saving handling and reducing identification problems, to freeze entire file drawers removed from cabinets (however this can pose a problem of weight). If folders are to be packed in boxes, tilt the box or lay the box on its side so that the folders don't need to be supported as they are loaded, as shown in *Figure C*. Interleave folders every two inches with waxed/freezer paper or deli wrap. Loose documents, or those that have become separated from their folders may be piled flat in boxes. Fill the space between piles of documents and the sides of the box loosely with crumpled paper towels or other absorbent non-printed paper to prevent the contents shifting when boxes are moved, as shown in *Figure D*.



*Figure C*



*Figure D*

### DO PREPARE TO TRANSPORT BOXES

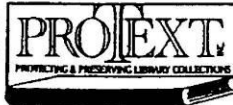
Keep coated paper wet, by lining boxes with garbage bags, then freeze as soon as possible. Label boxes. Keep an inventory by box and location of boxed and frozen materials. If boxes are piled on top of one another, stack neatly and straight, with corners aligned.

### AFTER FREEZING, DO ARRANGE FOR DRYING

### DON'T! DON'T!

- Don't pack books with spine up (bindings will sag and textblocks will pull out of bindings).
- Don't pack with unequal sizes side-by-side (smaller ones won't adequately support larger ones).
- Don't pack a second layer of books on top of spine-down books (creates too much weight for books on bottom and provides inadequate support for books on top).
- Don't pack books or papers with too much space at the bottom (will allow shifting).
- Don't haphazardly stack or cross-stack boxes that are filled (risks toppling or crushing boxes).

301/718-1659  
FAX: 301/654-6153



3515 Leland Street, Bethesda, MD 20815  
Linda Nainis, Director

## Disaster Supplies Inventory

\*Indicates an item we don't own, but can readily obtain from Facilities Management.

Equipment	Location	Unit/Size	Quantity
Barricade tape	AV/Rescube	25 ft	1
Batteries	AV	D cell	8
Book trucks	Circ, TSD, storage	Small	8
		Large	5
Boots, disposable	AV/Rescube	S/L	2
Brooms*			
Buckets*	AV/Rescube	Small	1
Disinfectant	Supply Rm, AV	Large cans	8
Extension cords	AV	15 ft	1
Fans*			
First Aid Kits	Staff Lounge, black cabinet		1
	Bindery prep, Circ		1
Flashlights (battery operated)	Circ desk	Small	3
		Large	1
Flashlights (rechargeable)	Info Services staff area, Circ desk, Bindery prep		One flashlight in each area
Gloves, latex	Supply Rm	1 size	30+ pr
	AV/Rescube	M/XL	2 pr
Ladders*			
Masks, dust	Supply Rm		12
	AV/Rescube		2
Mops*			
Plastic garbage bags	AV	Large, thin	10+
Paper towels	AV	White, C-fold	1 case (2400)
	Staff kitchen (2 <sup>nd</sup> )	White	10+ rolls
Water-absorbent "socks"	AV Historical Collections	From "New Pig"	
Plastic sheeting	AV	12 ft. wide rolls	3 unopened
	Staff kitchen (2 <sup>nd</sup> )	12 ft. wide rolls	2 partial
Sponges	AV	Large, cellulose	12
Tape, plastic	AV	3"	12
	Supply Rm	3", 4"	4
Tape dispenser	TSD	For wide, vinyl tape	1
Vacuum (wet/dry)*			
Waxed paper	AV		7 rolls
Masking tape	AV	1"	8 rolls
Duct tape	AV, Staff Kitchen (2 <sup>nd</sup> )	2 1/2"	1 roll
	Supply Rm	2 1/2"	4 rolls

<b>Scissors</b>	AV, Staff kitchen (2 <sup>nd</sup> )		1 pr
<b>Emergency radio</b>	Staff kitchen (2 <sup>nd</sup> )		
<b>Rescubes and/or Plastic crates</b>	<b>2<sup>nd</sup> floor:</b> AV/Rescube		1
	<b>1<sup>st</sup> floor:</b> LRC closet next to equip. closet		1
	<b>Ground floor:</b> kitchen		1
<b>Cleaning solution</b>	Supply Rm	409 cleaner	1 gal.



***EMERGENCY PROCEDURES BY DEPARTMENT***

## ADMINISTRATION

(Being reviewed by Collection Development librarian, 8/28/08)

### *HSL Vendors*

NOTE: Should try and get the cell phone numbers for most of these people.

<b>Atlas</b>	Illiad	1-800-567-7401
<b>BioMed Central</b>	Membership Customer service	Becky Fishman <a href="mailto:becky@biomedcentral.com">becky@biomedcentral.com</a> +44 (0)20 7631 9131 or fax +44 (0)20 7631 9926 <a href="mailto:seema@biomedcentral.com">seema@biomedcentral.com</a>
<b>Cavalier Computers</b>	Ron Stevenson Jeff Bunts	924-4600 982-2156
<b>Ebsco</b>	Account Manager	800-633-4604 x9635 <a href="mailto:mfsmith@ebSCO.com">mfsmith@ebSCO.com</a>
<b>Gideon</b>	Adrienne Rutledge	1-888-644-3366 510-430-9594 <a href="mailto:Rutledge@GIDEONonline.com">Rutledge@GIDEONonline.com</a> <a href="http://www.gideononline.net/web/diagnosis/ide_x.php">http://www.gideononline.net/web/diagnosis/ide_x.php</a>
<b>Heckman Bindery</b>		
<b>InfoPOEMs</b>	Technical support Keith Hume Mike Roberts Gus Individual support	924-4477 <a href="mailto:isoma@arden.virginia.edu">isoma@arden.virginia.edu</a> or 971-7444 978-3868 <a href="mailto:mike@hospitalreps.com">mike@hospitalreps.com</a> 971-1816 x236 877-633-7636 <a href="mailto:dempsey@info poems.com">dempsey@info poems.com</a> username: UVA_Training password: info poems
<b>MDConsult</b>	Sam Taylor  Technical support Customer service Training account	804-747-8718 <a href="mailto:sam.taylor@elsevier.com">sam.taylor@elsevier.com</a> 804-747-8719 fax 800-568-5137 x1 3252 800-568-5137 314-453-4122 G.Schlogl@elsevier.com
<b>Micromedex</b>	Pharmacy Derek Stone	982-3738 <a href="mailto:MPC3U@virginia.edu">MPC3U@virginia.edu</a> Web Center – updates the database
<b>Nature Publishing</b>	Sales Technical support	Angelo Guglielmo <a href="mailto:a.guglielmo@atureny.com">a.guglielmo@atureny.com</a> 888-331-6288 <a href="mailto:institutions@natureny.com">institutions@natureny.com</a>
<b>Newspapers:</b> <i>Media General Ops</i> <i>Daily Progress</i> <i>Central Va News</i>	Richmond Times Daily Progress Wall Street Journal New York Times	804-644-4181 978-7201 293-2500
<b>Online Journals</b>	Many handled through Ebsco Subscription Services	
<b>Ovid</b>	Sales Technical Inside rep account mgr Training account	252-491-2462 800-343-0064 x271 or x113 800-343-0064 x109 800-343-0064 x150

	Customer Service	800-343-0064 x744 or x 154
<b>Rittenhouse</b>	Account Mgr. – Books & Standing Orders  Sales	800-345-6425 x114 <a href="mailto:wendy.bahnsen@rittenhouse.com">wendy.bahnsen@rittenhouse.com</a> 800-345-6425 x328 <a href="mailto:kirsten.cline@rittenhouse.com">kirsten.cline@rittenhouse.com</a>
<b>Science Direct</b>	Account Manager, SE	212-462-1925 e <a href="mailto:n.weston@elsevier.com">n.weston@elsevier.com</a> 212-462-1920 fax
<b>Sirsi</b>		
<b>Stat-Ref</b>	Account Manager Sales	800-901-5494 x134 800-901-5494 <a href="mailto:gjoyner@statref.com">gjoyner@statref.com</a>
<b>Supply Room</b>		979-3392
<b>SysPro</b>	Printer repairs	1-800-962-3044
<b>UCONN</b>	EFTS	1-866-561-5045
<b>UpToDate</b>	Customer service Account Manager	800-998-6374 Customer ID #112278 (institute) 781-416-3244 Product ID# EF2003657 Customer ID# E.Ford 2003657 (standalone)
<b>Vernon Technology Solutions</b>		(540) 368-5553
<b>Vernon Technology Solutions</b>	For computer rentals	540-368-5553
<b>VIVA (Virtual Library of Va)</b>	Kathy Perry, Director	<a href="mailto:kperry@gmu.edu">kperry@gmu.edu</a> MSN 2 Floor, GMU, Fairfax, VA 22030-4444
<b>Web of Science</b>	Account Manager Technical support	800-336-4474 x1348 800-336-4474 x1591 <a href="mailto:help@isinet.com">help@isinet.com</a>

***Impact Analysis Form***  
**Unit: Health Sciences Library**

Application / Function / System	Purpose of Application / Function / System	Primary Contact Person	Phone	Critical Classification **
Utilities (water/electricity)	Continuity of services and safety of patrons & staff	Wilma Lynch	2-3605	Essential
Communications (phone)	To contact emergency assistance and staff; order supplies	Wilma Lynch	2-3605	Essential
Online databases	Access to online databases to search literature.	Inhye Son	4-0057	Essential
Online Journals	Access to online journals to access full-text materials	Jonathan Lord	4-0059	Essential
Proxy Server	Off-site access to Library resources	Inhye Son	4-0057	Essential
UVa Anywhere	Off-site access to Library resources	Inhye Son	4-0057	Essential
Virgo	Library catalog - print and electronic resource lookup – Unix server	Bart Ragon	3-6058	Essential
Catherine	Staff/public file and application server	Bart Ragon	3-6058	Essential
Network access	Access to local on non-local information resources	Bart Ragon	3-6058	Essential
Eservices	Authentication for library computers (access to Catherine)	Bart Ragon	3-6058	Essential
Reference Services	Facilitate access to quality health information through mediated searching	Andrea Horne	4-9985	Essential
Interlibrary Loan	Systems (Docline & OCLC) used for obtaining materials from other libraries or sources.	Dan Wilson	4-0193	Essential
Materials	Patron access to onsite materials, including books, journals, A/Vs, and equipment.	Dan Wilson	4-0193	Essential
Sort Mail	Process incoming new journals and staff mail	Wilma Lynch	2-3605	Essential
Illiad	NT Server running document delivery management software	Bart Ragon	3-6058	Necessary
Public Computing	Reference computers for accessing information; LRC computers for accessing information and educational endeavors	Bart Ragon Ellen Ramsey	3-6058 4-9962	Necessary
Computer application support	Assist patrons with computer applications in the LRC	Ellen Ramsey	4-9962	Necessary
Circulation	System (Sirsi) used for circulating materials owned by Library.	Dan Wilson	4-0193	Necessary
Study Space	Patron access to tables and carrels used for research and study.	Dan Wilson	4-0193	Necessary

Printers and Copiers	Patron access to printers and copiers.	Dan Wilson	4-0193	Necessary
Serials Check-in	System (Sirsi) used for checking in print journals.	Dan Wilson	4-0193	Necessary
Accounts Payable	Allow payments to vendors	Wilma Lynch	2-3605	Necessary
Payroll	Process timesheets	Wilma Lynch	2-3605	Necessary
Human Resources	Set up new employees, view job applications, process salary adjustments	Wilma Lynch	2-3605	Necessary
Purchasing	Provide supplies for staff & patron needs and receive deliveries	Wilma Lynch	2-3605	Necessary
Media Studio Services	Ability to edit digital video and perform scanning of slides	Ellen Ramsey	4-9962	Desirable
Pay 4 Print	Pay-for-print system for public printers	Bart Ragon	3-6058	Desirable
Cavalier Advantage	Required to pay for printing and copying	Business Operations	2-5166	Desirable
OCLC	Cataloging assistance and document delivery	Nadine Ellero	4-9998	Desirable
Education Services	Provide teaching on use of library resources	Andrea Horne	4-9985	Desirable
Liaison Services	Provide on-site assistance with library resources and applications	Andrea Horne	4-9985	Desirable
Budget	Summary Budget spreadsheet	Wilma Lynch	2-3605	Desirable
Facilities Maintenance (including elevators)	Continuity of services and safety of patrons & staff.	Wilma Lynch	2-3605	Desirable
Key Database & Inventory	Building access	Wilma Lynch	2-3605	Desirable
Staff Database	Maintains data on all staff	Wilma Lynch	2-3605	Desirable
Accounts Receivable	Billing of services to other libraries and receipt of payments from other libraries	Wilma Lynch	2-3605	Desirable
Account Reconciliation	Provide reports to dept. heads and PI's.	Wilma Lynch	2-3605	Desirable
Acquisitions	Vendor systems (EBSCO/Rittenhouse) used for obtaining purchased print materials, primarily books and journals.	Dan Wilson	4-0193	Desirable
On Grounds Delivery (LEO)	Access to materials housed at other UVA libraries.	Dan Wilson	4-0193	Desirable
Bibliographic Control	System (Sirsi) used for cataloging/classifying library materials.	Nadine Ellero	4-0193	Desirable

### *Additional Administration Information*

Detailed building plans for the Library are held by Facilities Management at the Health System. The Library owns a set of the architect's plans, which are stored in the kitchen near Administration. In this manual, floor plans are shown in the first section of the Appendix, detailing the locations of fire alarms and extinguishers.

Accounting procedures for the Library are processed through the Oracle system. Wilma Lynch and Ann Carter have access to Oracle.

Insurance-related and Accounting contacts are listed in the UVa/HS contacts lists in the Communications section of the Disaster Manual.

### *Data for Insuring Library Property*

Insurance information is confidential. A copy of the insurance data will be kept in the Disaster Plan binders maintained by the Business Services Manager (one copy on-site, one copy off-site).



## **DOCUMENT DELIVERY**

Our Document Delivery/Interlibrary Loan department consists of two full time employees. In the event of bad weather, damage to the building by a disaster, or an epidemic, it is likely that neither person will be able to get to the library to process requests.

The ILL supervisor can access ILLiad and DocLine from her home and can process emergency requests (patient care, etc.) from there if necessary.

Off-site backup is available from the University of North Carolina at Chapel Hill, by contacting Melanie Norton at Davis Library, UNC, at (919) 966-4998, or [melanie\\_norton@unc.edu](mailto:melanie_norton@unc.edu).

### **Document Delivery Essential Services**

#### **Password Reset in ILLiad**

If patron calls and cannot remember password proceed as follows:

1. open ILLiad, type in circ for username and ill for password
2. you need to be at the Main Menu of Borrowing (check the blue bar at the top of the box, if you are not in the correct location click on file and go to borrow
3. from the tool bar click on Edit and then Edit Customer
4. type in user name, double click on the appropriate patron record located to the right of the page, the customer information will open at the bottom of the page
5. click on "Reset Password to "ill", this will reset

#### **Sending a Fax for Patient Care Request to Users Outside UVA**

1. Complete a cover sheet for document being faxed (ILL request is sufficient)
2. Place document that is being faxed face up on the document feeder on top of the machine. The viewing panel will read "Doc Ready".
3. Pick up handset. Dial 8, your FAC number, 1 and the area code and number you are dialing. (Note: If you do not have a FAC number use 3701414 and inform the document delivery supervisor that you have used this number).
4. When the call is connected you will hear a high pitch tone, you then hit the green square button on the front panel. This will connect the fax. Hang up the handset. The document will automatically be transmitted. When the transmission is complete you will hear a beep. Remove the document and place on the desk of document delivery supervisor with a note explaining the details.

#### **Patient Care Requests Received via Phone for UVA Health System Affiliates**

1. Search Virgo to determine if the title is held here at the Health Sciences Library, if we do own title pull volume, copy pages and notify user article is available. Inform



user that document delivery staff will contact them concerning the charges if applicable.

2. If we do not own the title search WorldCat to determine a library that does own. To search this database type in the title of the journal/book that you need and click search. Once you locate the title click on “libraries worldwide”, this will give you the libraries that own this title. To the right of the page search for a library that has the volume/year that you need.
3. Once you have located a library that has holdings for the title needed call the library. To locate the telephone number go to ILLiad, click on maintenance on the status bar, then click edit addresses (note this can be done in the Lending, Borrowing or Document Delivery queue). Type in library name and double click on the appropriate library to the right of the ILLiad screen, the library’s general information will be at the bottom of the screen. If you cannot locate a phone number in ILLiad, search the internet. Once you make contact with the library, explain the circumstances of your request asking them if they could assist you in obtaining the article/book. Inform them that the document delivery staff will contact them at a later date concerning the required documentation and the billing for the requested item.

### **Patient Care Requests Receive via ILLiad for UVA Health System Affiliates**

1. To determine if we have received any Patient Care requests from UVA Health System affiliates in ILLiad open ILLiad, click on file and go to borrowing. Check status of all requests to see if there is a queue that says “Awaiting Patient Care Processing”. If so, double click on the request to open.
2. Search Virgo to determine if the title is held here at the Health Sciences Library, if we do own title pull volume, copy pages and notify user article is available. Inform user that document delivery staff will contact them concerning the charges if applicable.
3. If we do not own the title search WorldCat to determine a library that does own. To search this database type in the title of the journal/book that you need and click search. Once you locate the title click on “libraries worldwide”, this will give you the libraries that own this title. To the right of the page search for a library that has the volume/year that you need.
4. Once you have located a library that has holdings for the title needed call the library. To locate the telephone number go to ILLiad, lending, then click on maintenance then edit addresses. Type in library name and double click on the appropriate library to the right of the ILLiad screen, the library’s general information will be at the bottom of the screen. If you cannot locate a phone number in ILLiad, search the internet. Once you make contact with the library, explain the circumstances of your request asking them if they could assist you in obtaining the article/book. Inform them that the document delivery staff will contact them at a later date concerning the required documentation and the billing for the requested item.

### **To Determine if Requests Has Been Received via Fax, Ariel or Mail**

Occasionally a patron will come to the Library to see if we have received an article they need immediately, even though they have not received notification, the options are as follows:

- a. First check the fax machine to see if we have received a request. Check the cover sheet
2. to determine if it is for the correct user. If it is indeed the article in question, give the
3. article to the user and inform him/her that the Document Delivery staff will contact
4. them concerning the charges if applicable.
5. Another option is to check the Document Delivery mailbox to see if article has arrived. If so give the article to the user and inform him/her that the Document Delivery staff will contact them concerning the charges if applicable.
6. Also check the Ariel workstation in Document Delivery.
7. Ariel should be open at all times, but if not click on Ariel from the desktop. From the Ariel screen the bottom portion is the "Received Queue", click on first item in the box, then go to "Document" at the top of the screen, then click on "View". This will pull up the pages for the request sent via Ariel. Generally, the first page displayed will be a copy of the request. If not click on next page until you locate the request. Review the request for patron name. If you locate the article you need click print from here. Continue thru each request in the "Received Queue" until you have exhausted the list of items received.

## HISTORICAL COLLECTIONS

### *Historical Collections Information for Rescuing High Priority Items*

(Provided by Joan Klein, Assistant Director for Historical Collections)

There are two locations of materials of greatest value in Historical Collections, the first in terms of both intellectual and monetary value, the second in terms of institutional value. These materials should be rescued if time and conditions permit.

#### 1. **The Vault** (in the staff work area of Historical Collections):

- ideally, we should rescue all the books in the vault, both those on the shelves and those in the double-sided folio cabinet in the center of the room in Historical Collections.
- Wilma Lynch has the combination to the vault. She will give this information to the other members of the LOC in order to provide backup access to the vault in case of emergency.
- if we could save only 50 or so books from the vault, Joan would recommend saving the ones that will be featured on our “Vaulted Treasures” Web exhibit. These books have been placed in a separate location in the vault, on the shelves immediately to the right when you enter the vault and the larger books are on top of the white portfolio cabinet in the center of the vault. The internet site will provide an inventory list of these books, and we have been provided with a list (see following page).
- Joan has made arrangements with Alderman Library to house our “vaulted treasures” in their Special Collections area, should we need to move our most valuable books/materials out of the building in an emergency.

#### 2. **The shelves behind the Historical Collections Assistant’s desk:**

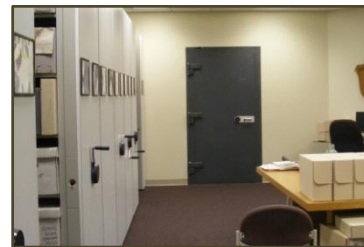
- the University of Virginia Health System publications, such as the *Draw Sheet*, the *Link*, the *UVa Medical Alumni News*, the *UVa School of Medicine Record* from 1825. These publications are all located, in alphabetical order, on the top range of shelving to the right of the Assistant’s (Sonya’s) desk as you face her desk.



*Shelves behind desk*



*Shelves behind desk*



*Compact shelving and vault*

***List of Highest Priority Rare Items to be Rescued***

LIST OF BOOKS FOR VAULTED TREASURES EXHIBIT AND TO BE SAVED IN THE EVENT OF A DISASTER

- R126 .H51 1555. Hippocrates. *Hippocratis coi*
- R127.C3 1493. Aulus Cornelius Celsus. *De Medicina*
- R126 .D6 1554. Pedacinius Dioscorides. *De Materia*
- R126 .G2 G34 1537. Galen. . Claudii Galeni Pergameni. *De naturalibus*
- R.126 .H6 G3 1554. Galen. . *In Hippocratis Aphorismos*
- R126 .G2 G36 1547. Galen. *Desimplicium medicamentorum facultatibus libri undecim*
- R126 .G2 G34 1550. Galen. *Galenii omnia quae extant*
- R126. O7 S93 1554. Orabasius. *Sardiani Synopseos*
- R126. A37 1542. Aetius of Amida. *Medici graeci contractae*
- R128. A6 1575. Alexander of Tralles. *Medici libri duodecim*
- R126. P42 1511. Paulus Aeginetae. *Praecepta salubria*
- R126 .P39 1589. Paulus Aeginetae. *Pauli Aeginetae medici opera, Ioanne Guinterio Andernaco*
- R128.3 .R35 1534. Abu Bakr Muhammad ibn Zakariya Razi. *Rhasis...Almansor*
- R128.3 .A985 1527. Avicenna. *Canon medicinae*
- R128. A38 1648. Albertus Magnus. *De secretis mulierum...*
- RA775. R32 1545. Arnaldus de Villonova. *De conservanda*
- R128 .B44 1542. Bernard de Gordon. *Omnium aegritudinum*
- R128.6 .F87 1594. Leonhard Fuchs. *Institutionum medicinae*
- R128.6 .P373 1585. Ambroise Paré. *Les oeuvres d'Ambroise Paré*
- QM21 .V418 1555. Andreas Vesalius. *Fabrica*
- QM21 .E92 1722. Bartolomeo Eustachi. *Tabulae anatomicae clarissimi viri Bartholomaei Eustachii quas*

- QM21 .V34 1586. Juan de Valverde. *La anatomia el corpo*
- RD30 .F32 1709. Fabricius ab Aquapendente. *L'opere cirugiche*
- QK41 .G3 1633. John Gerard. *The herball or Generall historie of plantes*
- RC178. G7 L52 1590. Elizabeth 1, Sovereign, England and Wales. *Orders thought meet*
- R128.7 .S2613 1737. Santorio Santorio. *Medicinia statica: being the aphorisms of Sanctorius*
- R128.7 .S26 1743. Santorio Santorio. *La medicina statica*
- QP101. H36 1653. William Harvey. *Anatomical Exercitations*
- QP6 .H3 1766. William Harvey. *Opera Omnia*
- QP29 .D44 1729. Rene Descartes. *L'Homme de René Descartes, et la formation du foetus, avec les remarques de Louis de la Forge*
- QM351 .G56 1665. Francis Glisson. *Anatomia hepatica*
- QM21. B34 1673. Thomas Bartholin. *Anatome ex omnium*
- RS164. C85 1652. Nicholas Culpeper. *The English physician*
- RS164 .C85 1810. Nicholas Culpeper. *Culpeper's English physician and complete herbal*
- R128.7 .S94 1695. Thomas Sydenham. *Observationes medicae*
- R127.7 .M2 1713. Marcello Malpighi. *Consultationum medicinalium*
- RG93 .M455 1716. Francois Mauriceau. *The diseases of women with child, and in child- bed*
- R128.7 .B67 1796. Herman Boerhaave. *Institutiones medicae*
- RB24 .M68 1765. Giambattista Morgagni. *De sedibus, et causis morborum per anatomen indagatis libri quinque*
- QM21 .C5 1741. William Cheselden. *The anatomy of the human body*
- QM21 .A33 1749. Bernhard Siegfried Albinus. *Tables of the skeleton and muscles of the human body*
- RG93 .S514 V. 1 1754. William Smellie. *Traité de la theorie et pratique des accouchemens*

1754 RG93 .S57 1754. William Smellie. *A sett of anatomical tables, with explanations, and an abridgement, of the practice of midwifery*

RC627 .S36 L55 1772. James Lind. *A treatise on the scurvy*

RC961 .L55 1771. James Lind. *An essay on diseases incidental to Europeans in hot climates*

R128.7 .H8 1796. John Hunter. *A treatise on the blood, inflammation, and gun-shot wounds*

RC200 .A2 H85 1791. John Hunter. *A treatise on the venereal disease*

RJ44 .U5 1789. Michael Underwood. *A treatise on the diseases of children, with general directions for the management of infants from birth*

R114 .R9 1794. Benjamin Rush. *Medical inquiries*

QM451 .S32 1779. Antonio Scarpa. *Anatomicarum annotationum*

RE46 .S28 1801. Antonio Scarpa. *Saggio di osservazioni e d'esperienze sulle principali mallatti degli occh*

RB24 .B15 1795. Matthew Baillie. *The morbid anatomy of some of the most important parts of the human body*

QM25 .B43 1810. John Bell. *Engravings of the bones, muscles, and joints*

RD30 .B44 1810. John Bell. *The principles of surgery*

RD323 .L35 1814 Dominique Jean Larrey. *Memoirs of military surgery, and campaigns of the French armies*

RD32 .B36 1814. Charles Bell. *A system of operative surgery*

QM451 .B43 1803. Charles Bell. *The anatomy of the brain*

RC76.3 .L3 1819. René Théophile Hyacinthe Laennec. *De l'auscultation mediate*

## Areas in Historical Collections to Check in Event of a Potentially Disastrous Event, e.g. Flooding

Date:

*Please check off if undamaged. Please let Wilma (2-3605) and Joan (4-0052) know as soon as possible of any damage noticed in any area below; please also note damage observed next to effected space:*

<b>Checked &amp; OK</b>	<b>Room/Area</b>	<b>Damage, if Any, Noticed</b>	<b>Initials of Staff Member Checking</b>
	Moll Room		
	Rawles Room		
	Staff Workroom		
	Vestibule by Doors to Lane Road		
	Closet in proximity to Lane Road		
	Copy and Cloak Room		
	Vault		
	Hallway		
	Annex		
	Photograph Room in Annex		
	Photography Studio in Annex		
	Closet on left side of entry to Annex Closet on right side of entry to Annex		
	Men's Restroom		

	Women's Restroom		
	Kitchenette		
	Loading Dock (V2 key needed)		
	Empty Storage Room in Loading Dock Area		
	Archival Supplies Room in Loading Dock Area		



## Salvage Priority List: Annex

*(To be reviewed annually by ERT members, Curator, and ?)*

Library: Historical Collections, Health Sciences Library (Annex)

Date: 6 August 2007

Description	Item	Location
<b>BOOKS</b>		
<b>Priority 1:</b>	Rare Books	Recover as disaster permits. All books in compact shelving are rare, post-1840.
<b>ARTIFACTS</b>		
<i>NOTE: Key to open glass cases on key ring in Claudia's top desk drawer; gold, CR Laurence Co. CRL</i>		
<b>Priority 1:</b>	Osler Chair (small rolling chair, caned)	Inside photographs room
	Artifacts	Recover as disaster permits. All artifacts in glass and metal cases and outside cases are rare.
<b>PHOTOGRAPHS</b>		
<i>NOTE: In the room at rear of Annex, on the left; door opens with V1 key</i>		
<b>Priority 1:</b>	Photographs	Recover as disaster permits. All photographs in filing cabinet are rare.

## Salvage Priority List: Moll and Rawles Rooms

*(To be reviewed annually by ERT members, Curator, and ?)*

Library: Historical Collections, Health Sciences Library (Moll and Rawles Rooms)

Date: 6 August 2007

Description	Item	Location
<b>MOLL ROOM</b>		
<b>Priority 1:</b>	Robley Dunglison small painting (museum screws)	On left-hand column immediately ahead as you enter Moll Room
	1848 Agreed Rate of Medical Charges	Above examination table on right as you enter
	Medical Caricatures	On far back walls, far right hand wall, far right hand columns as you enter
	Base Hospital 41 pictures	On either side of doors as you enter
<p><b>RAWLES ROOM/MOLL ROOM</b></p> <p><i>NOTE: These are books, so are easier to treat than manuscripts. If both are endangered, concentrate on manuscript materials first.</i></p> <p><i>NOTE: The key to the white cases in the Moll and Rawles Rooms, and Staff Workroom is on the key ring in Claudia's top desk drawer; it's silver YALE LL52.</i></p>		
<p style="text-align: center;"><b>Priority 1</b></p> <p><i>NOTE: Journals are shelved alphabetically, beginning in Rawles Room</i></p>	Journals containing landmark articles in the history of medicine	Shelves in the entire Rawles Room, both open and enclosed, continuing out into the Moll Room in the top portion of the wire cases

## Salvage Priority List: Staff Workroom

*(To be reviewed annually by ERT members, Curator, and ?)*

Library: Historical Collections, Health Sciences Library (Staff Workroom)

Date: 6 August 2007 (rev. 10 December 2007)

Description	Item	Location
<b>STAFF WORKROOM</b>		
<i>NOTE: Manuscript collections are in alphabetical order</i>		
<b>Priority 1</b>		
<i>NOTE: Designation for the Priority 1 materials is because of their national, regional, and institutional importance</i>	UVa Health System Publications	In locked cases behind Claudia's desk -- and in the boxes on the high metal shelf in the alcove across from the locked cases
<i>NOTE: This collection will be noted by blue highlighting on collections' listing sheet at end of rows</i>	Philip S. Hench Walter Reed Yellow Fever Collection and additions (manuscripts) <b>Highest Priority</b>	Compact shelving, Rows 9-10
<i>NOTE: These collections will be noted by orange highlighting on collections' listing sheet at end of rows</i>	Hospital Executive Director's Office Collection (manuscripts)	Compact shelving, Row 11
	Hospital Auxiliary Collection (manuscripts)	Compact shelving, Row 11
	Blue Ridge Sanatorium Collection (manuscripts)	Compact shelving, Row 4
	American Lung Association of Virginia (manuscripts)	Compact shelving, Rows 1-4
	Eighth Evacuation Hospital Collection (manuscripts)	Compact shelving, Rows 6-7
	Thomas H. Hunter Collection (manuscripts)	Compact shelving, Rows 12-13
	Edward W. Hook Collection (manuscripts)	Compact shelving, Rows 10-11
	Base Hospital 41 Collection (manuscripts)	Compact shelving, Row 4
	Hospital Record Books (hand-written ledgers)	Compact shelving, Row 12
	Wade Hampton Frost Collection (manuscripts)	Compact shelving, Row 8
	Albemarle County Medical Society Collection	Compact shelving, Row 1

	Henry Rose Carter Collection	Compact shelving, Row 5
	Claude Moore Collection	Compact shelving, Row 14
	Kerr White Collection	Compact shelving, Row 18
	John A. Owen, Jr. Collection	Compact shelving, Row 14
	Miscellaneous Manuscripts Boxes	Compact shelving, Row 14
	Base Hospital 41 Framed Photographs	Above desk to the right of the door
<b>Priority 2:</b>	All other manuscript materials in staff workroom, moving from the first rows of shelving by the door to the last rows by the vault door	Compact shelving
	Oversize rare books	In wire cases behind Claudia's desk on bottom shelves

## Salvage Priority List: Vault

*(To be reviewed annually by ERT members, Curator, and ?)*

Library: Historical Collections, Health Sciences Library (Vault)

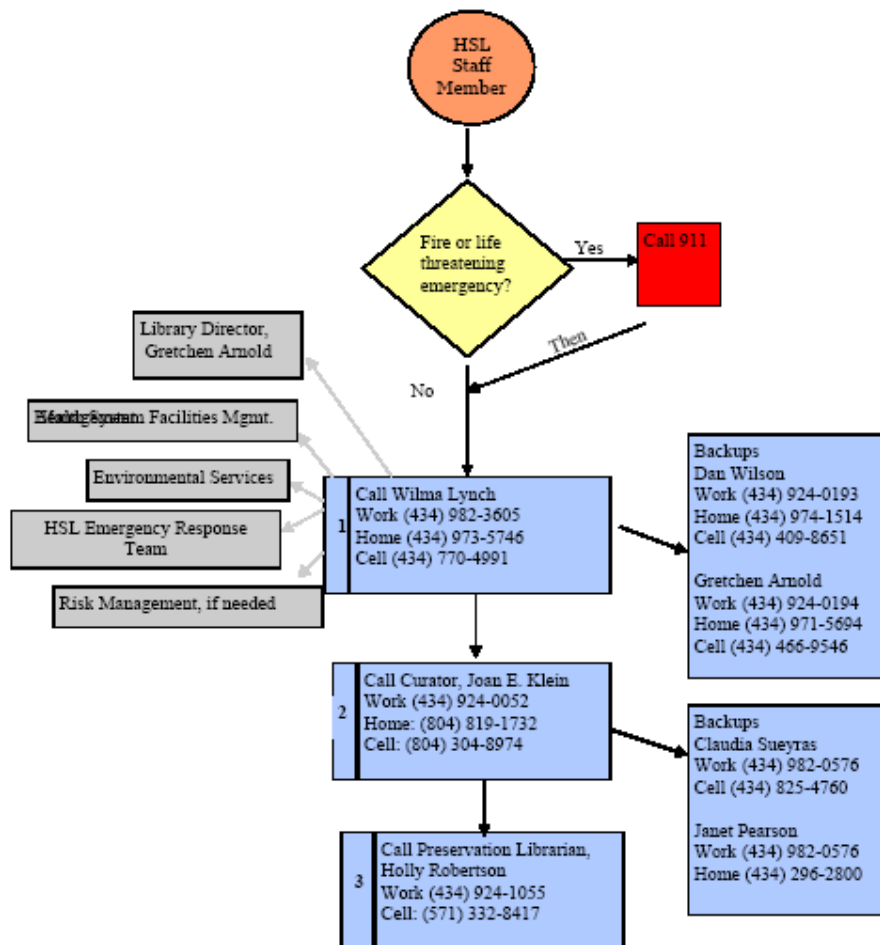
Date: 6 August 2007

Description	Item	Location
<b>VAULT MATERIALS</b>  <i>NOTE: All should be Priority 1 if time permits</i>  <i>NOTE: Joan, Sonya, and Wilma know combination</i>		
<b>Priority 1:</b>	Rare Books	All volumes, small and large, on the metal shelves to the immediate right of the vault door
	Rare Books	The large volumes on top of the white folio cabinet in the middle of the vault
	Rare Books	The large volumes on the metal shelves to the left of the vault door
	Jefferson and Reed Artifacts	Two gray archival boxes (1 large, 1 small) on metal shelves to the immediate right of the vault door
<b>Priority 2:</b>	Rare Books	All remaining volumes in vault, on metal shelving around walls
	Rare Books	All volumes in white folio cabinet – both sides -- in the middle of the vault
	2001 Time Capsule	Middle of vault, in front of white folio cabinet

## Communication Tree for Historical Collections

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### Immediate Contacts Telephone Tree for Historical Collections Disaster Event



## LTSD (Library Technology Services and Development)

### *LTSD Recovery Plan*

System: Virgo/Library Catalog

Service: Print and electronic resource lookup

Classification: Essential (1-4 days)

Primary Contact: Bart Ragon 434.243.6058

Secondary Contacts Dave Denton 434.982.4090  
Stephanie Fielding 434.924.1113  
Jim Campbell 434.924.4985  
Chris Hoebeke 434.243.8867

#### Preparations Necessary:

- Distribute all lists to Library Operations Committee and other key personnel

#### Plan:

- Contact Alderman to assess the extent of the problem and potential repair time
- Contact staff via phone tree
- Library Webmaster to update the Web site with status information on Virgo
- Information Services manager to assemble the emergency reference material
- Stay updated with Alderman on resolution of the problem and pass information onto staff

System: Robley

Service: Staff Server and LRC Temp Docs

Classification: Essential (1-4 days)

Primary Contact: Bart Ragon 434.243.6058

Secondary Contacts Dave Denton 434.982.4090  
Stephanie Fielding 434.924.1113

Rick Downs  
itc-microsystems

434.924.0653  
[itc-microsystems@virginia.edu](mailto:itc-microsystems@virginia.edu)

Preparations Necessary:

- Distribute all lists to Library Operations Committee and other key personnel

Plan:

- Inform staff and patrons of disruption in service
- Contact staff via phone tree
- Assess the functionality of the Server and determine potential repair time
- Direct staff and patrons to use home directory or other storage devices for the temporary storage of files
- Troubleshoot problem to its proper resolution

System: ILLiad

Service: Print and electronic delivery of journals, books, and other documents to Library patrons

Classification: Necessary (5 – 10 days)

Primary Contact: Bart Ragon 434.243.6058

Secondary Contact Jeri Davis 434.924-0058  
Kathy Poston/Atlas 434.924.4985

Preparations Necessary:

- Distribute all lists to Library Operations Committee and other key personnel
- Maintain an original copy of the print document delivery form in that area.

Plan:

- Assess the functionality of the service and determine potential repair time
- Contact staff via phone tree
- Inform staff of the disruption in service



- Patrons will be directed to fill out paper forms and submit them to Document Delivery
- Update the Web site with status information on ILLiad
- Create Web form that can be emailed or faxed
- Troubleshoot problem to its proper resolution

System: Network Access

Service: Access to local and non – local information Resources

Classification: Essential (1-4 days)

Primary Contact: Bart Ragon 434.243.6058

Secondary Contact Dave Denton 434.982.4090  
 Stephanie Fielding 434.924.1113  
 ITC 434.924.3731  
 Networks [networks@virginia.edu](mailto:networks@virginia.edu)

Preparations Necessary:

- Distribute all lists to Library Operations Committee and other key personnel

Plan:

- Contact ITC and/or Networks to determine the severity and potential repair time of the problem
- Contact staff via phone tree
- Inform staff of the disruption in service
- Inform patrons in public computing environments of the disruption in service
- Troubleshoot problem to its proper resolution

System: Eservices

Service: Authentication for Library Computers

Classification: Essential (1-4 days)

Primary Contact: Bart Ragon 434.243.6058

Secondary Contact Dave Denton 434.982.4090  
 Stephanie Fielding 434.924.1113

Rick Downs  
itc-microsystems

434.924.0653  
[itc-microsystems@virginia.edu](mailto:itc-microsystems@virginia.edu)

Preparations Necessary:

- Distribute all lists to Library Operations Committee and other key personnel

Plan:

- Assess the functionality of the service and determine potential repair time
- Contact staff via phone tree
- Inform staff of the disruption in service
- Inform patrons in public computing environments of the disruption in service
- Troubleshoot problem to its proper resolution

System: Pay 4 Print

Service: Pay-for-printing and copying

Classification: Desirable (More than 10 Days)

Primary Contact: Dan Wilson 434.924.0193

Secondary Contact

Bart Ragon	434.243.6058
Dave Denton	434.982.4090
Stephanie Fielding	434.924.1113
Print Copying Services	434.942.7186

Preparations Necessary:

- Distribute all lists to Library Operations Committee and other key personnel

Plan:

- Assess the functionality of the service and determine potential repair time
- Contact staff via phone tree
- Inform staff of the disruption in service
- Inform patrons in public computing environments of the disruption in service

- Request that free printing be turned on by PCS until the problem can be resolved
- Inform staff and patrons of temporary free printing
- Troubleshoot problem to its proper resolution

System:	Public Computing	
Service:	Reference computers for accessing information; LRC computers for accessing information and educational endeavors	
Classification:	Necessary (5 – 10 days)	
Primary Contact:	Bart Ragon	434.243.6058
Secondary Contact	Dave Denton	434.982.4090
	Stephanie Fielding	434.924.1113
	Andrea Horne	434.924.9985

Preparations Necessary:

- Distribute all lists to Library Operations Committee and other key personnel
- Identify possible service sites for immediate computer needs

Plan:

- Assess the functionality of the service and determine potential repair time
- Contact staff via phone tree
- Inform staff of the disruption in service
- Inform patrons in public computing environments of the disruption in service
- Direct patrons to other ITC labs for immediate computer needs
- Information Services manager to assemble the emergency reference material
- Work with library staff and ITC (if required) to resolve the problem
- Troubleshoot problem to its proper resolution

System:	Library Website
Service:	Web Gateway to the Library's Internet-based resources, hours, directions, and contact information.

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Classification: Essential (1-4 days)

Primary Contact: David Moody 434.982.3648

Secondary Contact Bart Ragon 434.243.6058  
Mike Wilson 434.924.0054  
Web Development Center 434-924-5488

Preparations Necessary:

- Distribute all lists to Library Operations Committee and other key personnel

Plan:

- Contact the Web Development Center
- Assess the functionality of the service and determine potential repair time
- Contact staff via phone tree
- Inform staff of the disruption in service
- Work with library staff and ITC (if required) to resolve the problem
- Troubleshoot problem to its proper resolution

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**LTSD Contact Information:**

Home contact information (addresses, telephone numbers and cell phone numbers) are confidential, and are distributed only to Claude Moore HSL staff.

## *Sources/Acknowledgements*

“Contents of a Disaster Plan,” SoliNET Preservation Services Leaflet,  
[http://www.solinet.net/preservation/leaflets/leaflets\\_templ.cfm?doc\\_id=116](http://www.solinet.net/preservation/leaflets/leaflets_templ.cfm?doc_id=116)

“Disaster Planning for Libraries and Archives: Understanding the Essential Issues,” written and presented by Dr. Jan Lyall, Director, National Preservation Office for the Pan-African Conference on the Preservation and Conservation of Library and Archival Materials, Nairobi, Kenya: 21-25 June 1993 (published in the Proceedings of the Pan-African conference on the preservation and conservation of library and archival materials, Nairobi, Kenya: 21-25 June 1993, IFLA, ISBN 90-70916-51-7, p. 103-112), <http://www.nla.gov.au/nla/staffpaper/lyall1.html>.

Emergency/Critical Incident Management web site, University of Virginia,  
<http://www.virginia.edu/emergency/>

Critical Incident Management Plan, University of Virginia,  
<http://www.virginia.edu/emergency/plan.html>

Library Disaster Preparedness and Recovery Plan, “Guidelines for Recovery Operations,”  
 University of Virginia Library, <http://www.lib.virginia.edu/preservation/disaster/5.html#point5>

Library of Congress, Preservation, “Emergency Preparedness for Library of Congress Collections,” <http://www.loc.gov/preserv/pub/seibert/>

soliNET Preservation & Access web site, “Disaster Planning and Preparedness,”  
<http://www.solinet.net/preservation/preservation>

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*Susan Yowell, CMAS Project Assistant:* researched disaster plans from other institutions and from UVa. Developed structure for the plan and wrote content. Prepared binders and distributed them to all owners. Responsible for quarterly updates to the plan.