HOWARD-TILTON MEMORIAL LIBRARY
EMERGENCY PROCEDURES AND
DISASTER RECOVERY PLAN
TULANE UNIVERSITY
2014

PUBLIC VERSION

HOWARD-TILTON MEMORIAL LIBRARY

J. MERRICK JONES HALL

900 S JEFFERSON DAVIS: TULANE LIBRARIES OFF-SITE STORAGE FACILITY AND RECOVERY CENTER

THIS COPY OF THE PLAN BELONGS TO:

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INTRODUCTION AND PLAN MAINTENANCE
INTRODUCTION

The Library Disaster Plan is a flexible, adaptable plan that can be used in case of emergencies affecting library personnel, buildings, and collections and technology. The library disaster plan works in conjunction with the University’s emergency plans and hurricane plan (http://tulane.edu/emergency/preparedness/), but focuses specifically on the library’s needs.

This plan covers the following facilities:

- Howard-Tilton Memorial Library Building
- 900 S Jefferson Davis: Tulane Libraries Off-site Storage Facility and Recovery Center
- Special collections located in Jones Hall:
  - Hogan Jazz Archive
  - Louisiana Research Collection
  - Southeastern Architectural Archive
  - University Archives

The Library Emergency Response Team (LERT) is the planning group responsible for maintaining the plan. LERT is composed of key library stakeholders who will have roles in the emergency response, but not all LERT members are first responders in the case of an emergency. LERT is co-chaired by the Associate Dean and the Preservation Librarian.

Members of the Library Emergency Response Team are:

Andy Corrigan (co-chair)
Annie Peterson (co-chair)
Bruce Raeburn
Donna Cook
Hayden Battle
Hortensia Calvo
Lance Query
Miriam Espinosa
Neal Schexnider
Pat Vince

The LERT co-chairs are responsible for convening LERT meetings as required for plan updating. LERT co-chairs also convene a LERT meeting when the threat of a hurricane has been identified and announced by the Office of Emergency Management (OEM), to review event-specific procedures.
PLAN MAINTENANCE

LERT co-chairs (Associate Dean and Preservation Librarian) update the plan annually, before June 1st, with input from the LERT.

The Dean of Libraries distributes a copy of the library’s updated disaster plan to all employees on June 1st of every year.

The Associate Dean communicates the Library’s plan to the Office of Emergency Management, construction managers, the office of risk management, facilities, and other relevant entities.

The Preservation Librarian maintains a stock of disaster recovery supplies and equipment, and updating the disaster supply inventory (Appendix E) annually. The Preservation Librarian also recruits and trains a volunteer salvage team, annually, prior to hurricane season. Volunteers should be trained to salvage general and special collections materials.

The Director of Budgets and Administrative Services updates the Employee Hurricane Evacuation Survey annually (see Appendix A). Prior to the beginning of hurricane season in June, the Director of Budgets and Administrative Services gives all department heads a current list of employees with phone numbers and alternate email addresses held by the Library Administrative Office.

Division Heads are responsible for verifying that all contact information is still correct and reporting back to the Director of Budgets and Administrative Services.

The Web Services Manager is responsible for maintaining Appendix H: Instructions for posting information to the library website.

All supervisors are responsible for adding contact information for all personnel supervised on p. 8 of the plan. Supervisors must update this contact information whenever staff changes, or annually when a new disaster plan is distributed.

All library staff is responsible for adding contact information on p. 8 for their immediate supervisor and any other colleagues that should be contacted in case of an emergency.
EMERGENCY CONTACTS

Any staff who first encounters a disaster should immediately notify, at any time (24/7):

<table>
<thead>
<tr>
<th>Name</th>
<th>Cell</th>
<th>Home</th>
<th>Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>TUPD</td>
<td>504 865 5200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Facilities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Number</td>
<td>504 865 5445</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lance Query</td>
<td></td>
<td></td>
<td>504 865 5131</td>
</tr>
<tr>
<td>Andy Corrigan</td>
<td></td>
<td></td>
<td>504 865 5675</td>
</tr>
</tbody>
</table>

Contact if collections are affected

<table>
<thead>
<tr>
<th>Name</th>
<th>Cell</th>
<th>Home</th>
<th>Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annie Peterson</td>
<td></td>
<td></td>
<td>504 865 5641</td>
</tr>
</tbody>
</table>

The Dean of Libraries (Lance Query) and Associate Dean (Andy Corrigan) will then implement the disaster response phone tree, and call additional library personnel as required.

Alternate contacts, if both Lance and Andy are not available:

<table>
<thead>
<tr>
<th>Name</th>
<th>Cell</th>
<th>Home</th>
<th>Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donna Cook</td>
<td></td>
<td></td>
<td>504 865 5692</td>
</tr>
<tr>
<td>Miriam Espinosa</td>
<td>504 865 5592</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pat Vince</td>
<td></td>
<td></td>
<td>504 247 1369</td>
</tr>
<tr>
<td>Hortensia Calvo</td>
<td>504 314 7828</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bruce Raeburn</td>
<td></td>
<td></td>
<td>504 865 5688</td>
</tr>
</tbody>
</table>
**ADDITIONAL LIBRARY CONTACTS**

List all contacts that will call you, or that you will have to call, in case of an emergency. This page is available electronically, so you can type in the boxes and print to include in this plan. [https://tulane.box.com/s/h9te54r4k5ng4otsy2m0](https://tulane.box.com/s/h9te54r4k5ng4otsy2m0)

<table>
<thead>
<tr>
<th>Name</th>
<th>Cell</th>
<th>Home</th>
<th>Office</th>
<th>Alternate email</th>
<th>Tulane email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your immediate supervisor</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The Emergency Phone Tree will be initiated by the person who first identifies the incident. 24/7 responders should be called at any time, and those responders will make decisions about who else to call.
EMERGENCY PROCEDURES
ACTIVE SHOOTER / VIOLENT INTRUDER

http://tulane.edu/emergency/preparedness/active-shooter.cfm

1. If an active shooter is OUTSIDE YOUR BUILDING:
   a. Go to the closest room that can be locked
   b. Once you are in a secure room, close and lock all the doors and windows
   c. Turn off lights and get everyone in the room down on the floor so no one is visible from the outside.
   d. Have someone in the room call Tulane Police at 504 865 5200 or pick up the nearest emergency blue-light phone
   e. Tell the TUPD Dispatcher quietly what you know about the situation, where you are, how many people are with you, what you are wearing, if there are any injuries.
   f. When you are finished talking to the TUPD Dispatcher, put the phone on silent/vibrate so the dispatcher can call you back; answer only if you are sure it is safe to do so.
   g. Remain in place until the police give you instructions.
   h. An unknown voice may be the shooter trying to lure you from safety; do not respond to any voice commands unless you can verify it is a police officer. TUPD has keys to most buildings on campus; they may be able to enter the room without asking you to unlock the door.

2. If an active shooter is INSIDE YOUR BUILDING:
   a. Remain calm and follow the steps listed in #1 above
   b. If you cannot find a secure room, look for an exit you can reach safely, moving away from the shooter.
   c. Do not carry anything so you can move quickly and not be mistaken for the shooter
   d. Keep your hands visible for the police and do exactly what they tell you to do
   e. Do NOT stop to help any injured victims or try to remove them. Leave them where they are and notify police or emergency responders of their location once you have reached a safe location.
   f. Do not leave the area until you have been cleared to do so by the police

3. If an active shooter ENTERS YOUR OFFICE OR CLASSROOM:
   a. If possible call the Tulane Police emergency line or 911.
   b. If you cannot speak, leave the line open so the dispatcher can hear what is going on
   c. If the shooter is giving commands do not resist. Remain calm and comply.
   d. If there is no opportunity for escape or concealment, a possibility to negotiate may exist
   e. An attempt to overpower the shooter may also exist.
   f. ATTEMPTS TO NEGOTIATE OR OVERPOWER THE SHOOTER MAY RISK YOUR LIFE OR THE LIVES OF OTHERS. THIS DECISION WILL BE MADE QUICKLY BASED ON WHAT GIVES YOU THE BEST CHANCE AT SURVIVAL.

WHAT WILL HAPPEN

1. TUPD will respond IMMEDIATELY to the scene.
2. TUPD dispatcher will activate NO Police Department, Tulane EMS and NO EMS.
3. The first officers on the scene will enter the building to locate the suspect. Police officers are trained to respond directly to the area where shots were last heard. Their purpose is to stop the shooting as quickly as possible.

4. Police officers may be dressed in regular patrol uniforms, or may be wearing tactical uniforms consisting of external bulletproof vests, helmets, boots and dark clothing.

5. Police officers may be carrying a shield and be armed with rifles, shotguns, and/or handguns. They may also use teargas or pepper spray.

6. Regardless of how they appear, remain as calm as possible. Do not be afraid of officers and follow their instructions carefully.

7. Put down anything you are carrying and keep your hands visible to the police at all times.

8. The first officers to arrive will not stop to aid injured persons. Rescue teams of other officers and medical personnel will follow the first officers into secured areas to treat and remove injured persons.

9. Continue to follow instructions of police and emergency responders until you are released.

10. The Tulane emergency alert system will be activated immediately when an active shooter incident is identified. If you are not in the vicinity of the shooting scene follow all instructions issued through the system.

11. If you are not in the vicinity of the shooting, and are outside, seek shelter in the nearest building and wait for the “all clear” signal. Shooters may continue to move from building to building so remain indoors and alert to any threats.

12. Once the incident is over and the threat is neutralized, an “all clear” will be issued via the emergency alert system.
BOMB THREAT
http://tulane.edu/emergency/preparedness/bomb-threat.cfm

1. If you receive a bomb threat via phone call, listen carefully and write down everything that is said, starting with the exact time of the call. And the number you are receiving the call from if it is available.

2. Keep the caller talking as long as possible and ask the following questions:
   a. When is the bomb going to explode?
   b. Where is it right now?
   c. What kind of bomb is it?
   d. What will cause it to explode?
   e. Did you place the bomb?
   f. If yes, why did you place the bomb?

3. While on the phone with the bomb threat caller, have someone else nearby call the Tulane Police on a land line, if possible, at 504 865 5200

4. Attempt to determine the following characteristics of the caller and write them down:
   a. Is the caller male or female?
   b. Does the caller have an accent?
   c. Is the caller calm, angry, excited, laughing, or crying?
   d. Is there background noise (street noise, music, house noises, voices, machines)?

5. IMMEDIATELY after the call contact TUPD and relay the information received from the threatening caller.

6. Give the TUPD Dispatcher your name and location.

7. Wait for a TUPD Officer to arrive, if possible. Leave the area if you feel there is an imminent threat.

WHAT WILL HAPPEN

1. TUPD will IMMEDIATELY dispatch officers to search for the device.
2. TUPD Dispatch will activate the NOPD.
3. Responding officers will instruct building occupants to turn off any electronic devices including cell phones.
4. The threatened building(s) will be evacuated if necessary by TUPD.
5. The Tulane emergency alert system will be activated with information & instructions to stay away from the affected building.
6. NOPD will assume control of the scene and address the incident.
7. An “all clear” message will be issued once the situation has returned to normal.
BUILDING EVACUATION

1. When the alarm sounds, circulation will call Campus Security at 504 865 5200.
2. Circulation makes an announcement on the library PA system about the evacuation, and directing people to the two emergency exit stairwells on the Dixon and Freret sides of the building.
3. Notify occupants in your area to evacuate the building immediately through the nearest exit.
   a. Exits are located on the Freret and Dixon St. sides of the building.
   b. Encourage building occupants to use all staircases that are not closed due to construction. There are two emergency stairwells, one on the Dixon side and one on the Freret side, in addition to the main stairwell.
4. Do not use elevators to evacuate the building. Anyone with a physical condition which prohibits their use of the stairs should proceed to the top of the stairs near either stairwell and wait for assistance from emergency response personnel.
5. Assist disabled persons or others who may need assistance. If you cannot assist others direct emergency personnel to them.
6. If time permits, close all doors after everyone has evacuated the area.
7. Do not gather under the scaffolding outside of the entrance. If library patrons are stopping or gathering in that area encourage them to move out and allow others through.
8. Once outside, gather outside of Jones Hall on the Freret Street side of the building, at the designated spot for your department. Stay at least 100 feet away from the Howard-Tilton Memorial Library building.
9. Department FREPs will take attendance and make sure all employees are accounted for.
10. Do not return to the building until Campus Security, Facilities Service, or New Orleans Fire Department personnel in charge of the scene give an “all clear” signal.
ELEVATOR EMERGENCY

1. If you become trapped in an elevator use the elevator phone or a cell phone to call the Tulane Police Emergency Line at 504 865 5200
2. Tell the TUPD dispatcher your name and that you are stuck in an elevator.
3. Give the TUPD dispatcher the name of the building.
4. Tell the dispatcher which elevator you are in and how many people are with you.
5. If the phone in the elevator does not work, push the “emergency” or “bell” button until you hear acknowledgment that help is on the way.
6. Do not attempt to exit the elevator if the doors open and you are between floors, unless instructed to do so by emergency personnel. The elevator could move, endangering your life.
FIRE

1. If you smell or see smoke or fire, activate the nearest fire alarm, if the alarm is not activated automatically.
2. Call TUPD at 504-865-5200, or pick-up the nearest emergency blue-light phone.
3. Tell the TUPD dispatcher your name.
4. Give the TUPD dispatcher the exact location of the fire and any other relevant information you have.
5. Do not attempt to fight the fire yourself unless you have been trained in the use of firefighting equipment and it is safe to do so.
6. Evacuate the building, close doors behind you to contain the fire and proceed to the area outside of Jones Hall. Meet at the area designated for your department.
7. Exit via stairwells only. Do NOT attempt to use elevators.
8. Exit quickly and calmly; do not attempt to take anything with you. Do not attempt to salvage any collection materials.
9. Assist disabled persons or others who may need assistance. If you cannot assist others direct emergency personnel to them.
10. Do not let the fire and heavy smoke come between you and an exit. Choose an alternate route if fire and heavy smoke is in your path.
11. If caught in heavy smoke, take short breaths, crouch down or crawl as close to the floor and wall as possible.
12. If the fire or smoke keeps you from exiting the building, go to a room far away from the fire, shut the door, open or break a window and signal for help by waving an article of clothing or making loud noises. If possible, try to seal the bottom of the door with an article of clothing (jacket, etc.) to prevent smoke from entering the room.
13. Do not gather under the scaffolding outside of the entrance. If library patrons are stopping or gathering in that area encourage them to move out and allow others through.
14. Once outside a safe distance from the building, and a designated assembly area, Department FREPs will take attendance and make sure all employees are accounted for.
15. Return to the building only when instructed to do so by TUPD or other emergency personnel.
MEDICAL EMERGENCY

1. If you are injured or encounter someone who is injured, call the Tulane Police Emergency line at 504 865 5200, or pick up the nearest emergency blue light phone.
2. Give the TUPD Dispatcher your name.
3. Give the TUPD Dispatcher your exact location and any information you have regarding the injury.
4. Stay with the injured person until TUPD and EMS arrives.
5. Do not attempt to render first aid or medical care unless you are trained to do so.
6. Remain calm and tell the injured person (even if they appear to be unconscious) that help is on the way.
7. Report the incident to Library Administration.
1. Pay attention and follow all emergency alerts issued by Tulane.
2. Circulation staff will make an announcement over the PA instructing staff and patrons to move to the ground floor or basement.
3. Move to the ground floor or basement of the building you are in. Do not use elevators to descend to the ground floor or basement.
4. If you are outside, seek shelter in the nearest building.
5. Move as close to the center of the building as possible.
6. Stay away from windows and doors with glass panes.
7. Sit or crouch in an inner hallway or room.
8. Do not leave your safe position until the “all clear” is given by emergency personnel or via the emergency alert system.
9. Report any injuries or building damage immediately to Tulane Police at 504 865 5200
   a. If during normal work hours, report building damage or injuries to Miriam Espinosa or other available Admin office representative
10. Wait for facilities services or emergency personnel to arrive and determine any affected area is safe to approach.
11. Contact the Dean and Associate Dean if the building is affected. If collections are affected also contact the Preservation Librarian.
WATER

1. Call Facilities Services at 504 865 5445
2. Call TUPD at 504 865 5200
3. Do not approach or step into standing water. If there are electrical appliances or electrical outlets near the leak, this is an electrocution hazard.
4. Implement the emergency phone tree, and call The Dean of Libraries (Lance Query) and Associate Dean (Andy Corrigan) in addition to TUPD and Facilities Services.
5. Wait for facilities services or emergency personnel to arrive and determine the area is safe to approach.
6. Once the area has been determined safe to approach, if the source of the water is clear (i.e. a clogged drain, running water), and you can stop it easily, do so cautiously.
7. If you can do so safely, protect collections from further water damage by covering them with plastic sheeting and containing the leak with absorbent materials.
   a. Plastic sheeting, scissors, tape, and absorbent materials are located in technical services, just through the emergency exit door behind circulation’s compact shelving.
   b. If water is coming from the ceiling, still do not move already wet books. Drape plastic sheeting over collections and secure with duct tape to protect from water.
8. Leave books in place on shelves until a contracted vendor can come to pack materials for freeze drying.
9. With guidance from the Preservation Librarian, follow procedures in the Salvage Procedures section of this document for salvaging affected materials.
HURRICANE

See also the Tulane University Hurricane Plan at https://tulane.box.com/shared/static/ojwc3b3px7ds13lbqz3r.docx

Hurricane threat identified

1. Office of Emergency Management (OEM) will advise University staff when campus is under a hurricane threat, and when departments should begin preparation
   - OEM will follow the Hurricane Action Time Line, which will dictate actions to be taken according to how far away the storm is. See the University Hurricane Plan for more information.
2. The Associate Dean will call a LERT meeting to review procedures and discuss library plans specific to the hurricane and to the plan dictated by local authorities and the Office of Emergency Management.
3. The Dean of Libraries will:
   - Notify, via HTML-L, all library staff of the library’s plan for the specific event
   - Remind, via HTML-L, all library personnel of communication procedures during an evacuation
   - Release personnel from work, in the event of library closure or campus evacuation
4. Division heads and supervisors will:
   - Meet with direct reports to confirm communication plans, emergency contact information, and evacuation plans
   - Ensure all department assets have been secured in accordance with procedures in Appendix B
5. Employees will secure their work stations and prepare collections in accordance with steps outlined in Appendix B. Employees will assist other departments and employees as needed to ensure all work areas are prepared for the storm.
6. The Preservation Librarian and Director of Technical Services will coordinate preventive measures to be taken around buildings, including contacting facilities to request sandbags be placed along loading dock doors off-site. Latin American Library representatives will ensure LAL assets are secured off-site at 900 S Jefferson Davis.
7. Employees will meet with supervisors to confirm communication procedures (see p. 24) and contact information.
8. Employees will follow instructions and leave campus to take shelter, or evacuate the area, as recommended in official city announcements.
   - Note that employees will **not** be allowed to use Tulane University or Tulane University Health Science Center buildings as a storm shelter. No employees, except for designated emergency personnel, will be allowed to remain on campus in the event of a university evacuation.
9. Each employee should have their own personal hurricane plan in case the City and Metro Area are under evacuation orders. Employees should be ready to implement their plan and evacuate when a storm threatens the area.
During and after the storm

1. The Dean of Libraries will communicate with LERT members using multiple forms of communication, or whichever is functional: phone (first preference), text, or email.

2. The Dean of Libraries will use HTML-L, if possible, to distribute library news and remind employees to check Tulane’s alert line and emergency website, the library website, and local news outlets.

3. Library employees will monitor the following sources for further information:
   - Tulane’s Alert Line: 504 862 8080 or 877 862 8080
   - Tulane Emergency Website: http://emergency.tulane.edu/
   - Library website http://library.tulane.edu/
   - HTML-L Listserv
   - Local news outlets
   - Tulane email account
   - HTML Emergency Blog (only in the event of a prolonged evacuation period): http://htmlemergency.blogspot.com/

4. As soon as possible after the storm, employees will contact supervisors to check in, and for more information, via email, phone, or text, depending on which form of communication works best. See p. 24 for summarized communication procedures.

5. In the event of a prolonged evacuation (longer than a few days) The Dean of Libraries or other LERT members may use HTML Emergency Information blog at http://htmlemergency.blogspot.com/ to post library-related news and communications.

6. If supervisors have not heard from employees after the end of the storm, supervisors will attempt to contact employees.

7. If the University is scheduled to be closed for more than 5 days, employees must call the Tulane Employee check-in number at 1-877-TULANE8 (1-877-885-2638)

8. The University President or his designee will determine when the campus will open and continue to issue communications with updates to all populations.

9. No employee should attempt to return to campus, unless specifically instructed by Tulane administration or the Alert Line Message indicates it is safe to return.

10. When possible and safe to return to the building, the Dean of Libraries, Associate Dean of Libraries, and Preservation Librarian will assess collections for damage.

11. If necessary, the Dean of Libraries will initiate a salvage and recovery effort, and implement the Library Incident Command System (see p. 28)

12. Individuals in the ICS will fulfill their roles and responsibilities as needed.
HURRICANE PREPARATION CHECKLISTS

When the threat of a hurricane has been confirmed by the Office of Emergency Management (OEM), and OEM has initiated hurricane procedures, Library personnel will take the steps outlined below to prepare for any hurricane situation.

All supervisors

☐ Meet with all direct reports to confirm communication plans, emergency contact information, and evacuation plans
☐ Ensure all department assets (including your own work station) have been secured in accordance with procedures in Appendix B, also listed below in the “all staff” checklist

All Staff

☐ Meet with your direct supervisor to confirm communication plans, contact information, and evacuation plans
☐ Secure all critical papers, pictures, books, and other loose items in a cabinet, desk, or closet.
☐ Back up computer hard drives.
  ☐ Ensure all files are saved to personal shares
☐ Unplug all computer equipment, and all other electrical equipment.
☐ Move as much as possible away from windows to an interior area or against an interior wall.
☐ Raise equipment and collections materials off the floor, if possible.
☐ Cover with plastic and secure with tape any collections materials, office equipment, fine art, and computers that cannot be stowed or moved away from windows. Plastic sheeting is stored with the emergency supplies, in technical services, right through the emergency exit door in the compact shelving behind the circ desk.
☐ Close and lock (or secure with tape) all filing cabinets.
☐ Close and lock all windows.
☐ Close and lock all doors.
☐ Stow telephone in desk, closet, or cabinet.
☐ Take personal items home with you.
☐ Assist others as needed to ensure all work areas are prepared for the storm

LERT Members

☐ Attend the pre-hurricane LERT meeting convened by Associate Dean of Libraries
Dean of Libraries

☐ Notify, via HTML-L, all library staff of the library’s plan for the particular event
☐ Remind, via HTML-L, all library personnel of communication procedures during an evacuation
  ○ See hurricane communication procedures on p. 24
☐ Release personnel from work, in the event of library closure or campus evacuation

Associate Dean of Libraries

☐ Call a meeting of the Library Emergency Response Team (LERT)
☐ Call risk management to confirm approved vendors to call in case of a collections salvage effort
☐ Communicate with construction project managers and contractor representatives about disaster plan for library
☐ Contact facilities to determine whether generators have been connected to run HVAC in the event of a power outage
☐ Meet with all direct reports to confirm communication procedures and contact information

Preservation Librarian

☐ Ensure all department assets have been secured in accordance with procedures in Appendix B, also listed below in the “all staff” checklist
☐ Provide library personnel with extra plastic sheeting and any other materials necessary to protect collections

Director of Technical Services

☐ Contact facilities to request sandbags be placed along doors at off-site facility at 900 S Jefferson Davis
☐ Make a trip to the off-site facility at 900 S Jefferson Davis to assist in preparing the building for the storm

Director of the Latin American Library

☐ Go to the off-site facility at 900 S Jefferson Davis to assist in preparing the building for the storm and secure Latin American Library assets

Director, Budgets/Administrative Services

☐ Check the status of the Library’s vehicles, arrange for them to be moved if necessary

Web Services Manager

☐ Update the Library’s website, adding an emergency notification to alert patrons and staff of closure or updated hours
HURRICANE COMMUNICATION PROCEDURES

ALL STAFF

Library employees should monitor the following sources for official communications:

- Tulane’s Alert Line: 504 862 8080 or 877 862 8080
- Tulane Emergency Website: http://emergency.tulane.edu/
- Library website http://library.tulane.edu/
- HTML-L Listserv
- Local news outlets

Library employees should contact their immediate supervisor as soon as possible to check in after a hurricane.

If supervisors do not hear from employees after the end of a storm, they will attempt to contact employees via email, phone, or text, depending on which form of communication is functioning best after the event.

If the University is scheduled to be closed for more than 5 days, employees must call the Tulane Employee check-in number at 1-877-TULANE8 (1-877-885-2638)

ALL SUPERVISORS

Supervisors will attempt to contact employees after the end of the storm, if they have not yet heard from them.

Supervisors will use phone, email, or text, depending on which form of communication is functioning best after the event.

If the University is scheduled to be closed for more than 5 days, employees must call the Tulane Employee check-in number at 1-877-TULANE8 (1-877-885-2638)

LERT

The Dean of Libraries will be the primary point of contact between the University’s disaster response team and the Library.

Prior to returning to campus, the Dean of Libraries will contact every member of LERT to convey information on the status of the library building and collections. The Dean may use LERT-L, phone, or text, depending on which forms of communication are functional.
The Dean of Libraries will initiate the emergency phone tree if he is informed that collections have been damaged.

LERT members will attempt to contact other LERT team members for information on the status of the library building and collections, via text, email, or phone, depending on which form of communication is functioning best.

LERT will ensure that the Library website is updated as best as possible, by the Web Services Manager or other member of LERT with editing privileges and internet access.
DISASTER RESPONSE AND COLLECTIONS SALVAGE
INCIDENT COMMAND SYSTEM
COLLECTIONS INCIDENT COMMAND SYSTEM DEFINITION

The Incident Command System (ICS) is a system of organization that allows for a flexible response to a variety of types of incidents. The ICS allows people to perform work outside of daily duties, and facilitates communication outside of normal reporting lines.

The Library’s Collection Salvage ICS will be implemented in the event that collections have been damaged in a disaster, and the collections will be salvaged. The ICS is implemented by the Incident Commander (Lance Query) or his designee (Andy Corrigan, or other). Once the ICS is in place, it supersedes normal reporting lines and duties to allow for more effective disaster response efforts.

The system is designed to promote effective, efficient communication amongst the various people involved in a salvage operation. The ICS chart visually depicts relationships and communication between individuals involved in efforts to salvage collection materials. The individuals in boxes connected by a line are expected to have two-way communication with each other. For example, the salvage coordinator will maintain two-way communications with the tracking coordinator, who will communicate back and forth with the tracking team. The Salvage Coordinator will also communicate with the collections coordinator (but not directly with the collections representatives, or the access and public services coordinator).
HTML COLLECTIONS INCIDENT COMMAND SYSTEM CHART

Incident Commander
Lance Query, alt. Andy Corrigan

Admin coordinator
Miriam Espinosa, alt. Mike Jones

Access and public services coordinator
Pat Vince, alt. Hayden Battle

Collections Coordinator
Andy Corrigan, alt. Donna Cook

Library Website Updater
Neal Schexnider, alt. Candace Maurice

Access and public services team
Depends on collection affected but may include:
Hayden Battle
Jennifer Corbin
Lisa Hooper
Jeanette Hunter
Jade Mishler
Sean Benjamin
Alaina Hebert
Kevin Williams

Collections Representative(s)
Appropriate bibliographer or collection manager, depending on materials affected, alt. staff working with collection

Salvage Coordinator
Annie Peterson, alt. Donna Cook

Volunteer Salvage Team
Adam Beauchamp
Alaina Hebert
Christine Hernandez
Wes Lucas
Rebecca Malek-Wiley
Christie Otis
Shane Robichaux
Greer Robinson
Lori Schexnayder
Jianli Yao

Tracking coordinator
Donna Cook, alt. Gena George

Tracking team
Jeanette Thompson
Gena George
Kate Montgomery

Photographer
Anthony DelRosario

• Risk Management
• Facilities
• Construction
• Disaster response vendor
COLLECTIONS RECOVERY ROLES AND RESPONSIBILITIES
HOWARD-TILTON MEMORIAL LIBRARY ROLES AND RESPONSIBILITIES

Library Incident Commander

*Lance Query, alt. Andy Corrigan*

- 24/7 first responder
- Assess extent of damage to facilities and collections; in the event of a hurricane, coordinate with the University's Preliminary Damage Assessment operations
- Initiate incident command system
- Communicate with university president, provost, and other university administration as necessary
- Communicate with press
- Dictate messages to the Access Coordinator, so the Access Coordinator can pass the messages on to the Website Updater, for posting on the library website
- Make decisions about library closure and/or updated hours to staff and library users and communicate decisions to appropriate people for message distribution.

Post incident

- Convene debriefing meeting to discuss the response and identify potential improvements
- Continue communications with the press, provost, president, etc.

Collections Coordinator / LERT Co-Chair

*Andy Corrigan, alt. Donna Cook*

- 24/7 first responder
- Primary liaison to
  - risk management
  - construction project managers and contractor representatives
  - disaster response vendor
- Assist library incident commander, and Preliminary Damage Assessment operations in the event of a hurricane, in assessing damage to collections
- Work with facilities services and vendors to achieve acceptable environmental conditions in affected areas
- Communicate extent of damage to the disaster response vendor and risk management
- Work with collection representatives to make salvage and recovery decisions
- Communicate salvage and recovery decisions to the salvage coordinator
- Seek assistance from the salvage coordinator to ensure that the disaster response vendor uses collection safe methods for salvage and recovery
- Work with access and public services coordinator to make plans for access during and after the incident
• Communicate salvage and recovery progress to incident commander and to the H-TML Emergency Information blog if warranted in the event that the blog is activated for an extended evacuation period and there are significant conditions on which to report
• Update the HTML emergency blog with information about salvage and recovery efforts
• Communicate with collections representatives

Post incident

• Work with risk management, Tulane Capital Projects and Real Estate (CPREG), Facilities Services, or others on insurance claims or other recovery assistance
• Primary liaison for ongoing communication with
  o risk management
  o construction company
  o disaster response vendor
  o Library Associates Company, if they are contracted for recovery work
• Continue to work with access and public services coordinator to make provisions for access to materials, and/or dissemination of information about inaccessible materials
• Update the library emergency blog with further information about salvage and recovery efforts

Salvage Coordinator / LERT co-chair

Annie Peterson, alt. Donna Cook

• 24/7 first responder
• Assist the collections coordinator in assessing damage to collections
• Provide guidance on achieving acceptable environmental conditions in affected areas
• Establish triage area for damaged materials
• Identify supply needs, and communicate needs to the admin coordinator
• Lead volunteer salvage team to stabilize collection materials
• Direct photographer to areas that need to be documented
• Work with tracking coordinator to create a full inventory of items affected by the disaster
• Contact outside conservators for additional salvage expertise as necessary
• Communicate with disaster response vendor and collections coordinator, as is appropriate, to ensure that recovery procedures being employed by the vendor are acceptable for collections

Post-incident

• Provide information on salvage effort to the collections coordinator (i.e. number of items affected, number of staff hours dedicated to salvage)
• Primary liaison to conservators assessing collections and treating damaged materials
• Continue to work with disaster response vendor to ensure all procedures are acceptable and safe for the collections
• Convene and lead a debriefing meeting with volunteer disaster team
Admin Coordinator

*Miriam Espinosa, alt. Mike Jones*

- Assist salvage coordinator in obtaining any necessary supplies
- Communicate with facilities to secure supplies for triage area, such as tables, fans
- Communicate with volunteer salvage team regarding hours and pay, especially for employees in Kronos
- Establish a break area for library employees involved in the incident response
- Provide water and food as necessary for responders
- Identify and establish counseling services available for employees; communicate availability to all staff

Tracking Coordinator

*Donna Cook, alt. Gena George*

- Working with the salvage coordinator, determine the best way to create an item-level inventory of all affected items
- Lead tracking team in creating the inventory
- Distribute the inventory to others as is appropriate
- Maintain backup copies of the inventory throughout the salvage and recovery process

Post-incident

- Distribute up to date copies of the inventory to others as necessary and appropriate
- Update inventory as necessary

Tracking Team

- Assist tracking coordinator in creating an item-level inventory of all affected items

Post-Incident

- Assist tracking coordinator in updating inventory

Access and Public Services Coordinator

*HTML: Pat Vince, alt Hayden Battle*

*Jones Hall: Lee Miller, alt. Sean Benjamin*

- Establish a plan for maintaining public services during and/or after incident
- Lead access and public services team in executing plan for continuing public services
- Communicate plans for closure, and other information as necessary, from the Dean of Libraries to the website updater for posting on the library website
• Work with collections coordinator to make provisions for access to materials, and/or dissemination of information about inaccessible materials

Post Incident

• Continue working with collections coordinator to make provisions for access to materials, and/or dissemination of information about inaccessible materials

Access and Public Services Team

Will depend on affected collections, but may include:

Hayden Battle, Jennifer Corbin, Lisa Hooper, Jeanette Hunter, Jade Mishler, Sean Benjamin, Alaina Hebert, Kevin Williams

• Assist public services and access coordinator in executing plan for maintaining public services during the incident
• Assist public services and access coordinator in communicating restrictions to access during the incident

Post Incident

• Assist public services and access coordinator in executing plan for maintaining public services and access after the incident

Volunteer Salvage Team

Adam Beauchamp, Alaina Hebert, Christine Hernandez, Wes Lucas, Rebecca Malek-Wiley, Christie Otis, Shane Robichaux, Greer Robinson, Lori Schexnayder, Jianli Yao

• Under the direction of the salvage coordinator, stabilize collection materials as best as possible
• Assist salvage coordinator as required for the duration of the salvage effort
• Forfeit regular daily duties when the salvage coordinator requires assistance

Post Incident

• Record approximate number of hours spent on the disaster response effort, notify the salvage coordinator of those hours

Photographer

Anthony DelRosario

• Use camera located in Preservation office to photograph damage to building (when it is safe to do so, and only from a safe spot), and library collections
• Photograph response activities
• Work with salvage coordinator to ensure all activities that need to be documented are photographed

Post Incident

• Organize photographic documentation
• Distribute photographic documentation as necessary and appropriate

Website Updater

Neal Schexnider, alt. Andy Corrigan, Annie Peterson, or Hayden Battle

• Locate internet service
• Post messages communicated by the Incident Commander to the Access and Public Services Coordinator, then to the website updater to the library website
• Continue to update library website to reflect changes in services, as determined by the Incident Commander and communicated by the Access and Public Services Coordinator

Post Incident

• Continue posting updates as new information must be distributed via the library website

Collections Representative(s)

Will depend on collections affected, but may include:

Eric Wedig, Tony Bremholm, Josh Lupkin, Hortensia Calvo, Lisa Hooper, Lee Miller, Keli Rylance, Bruce Raeburn, Ann Case

• assess collections materials for salvage or replacement
• make decisions about withdrawal or retention of affected items

Post Incident

• Contact collection users (i.e. individual professors, researchers, departments, etc.) to notify them in changes to the collection’s availability
• Work with the salvage coordinator and collections coordinator to make additional decisions about retention of affected items
• Work with Acquisitions on the replacement of unsalvageable items

Head of Acquisitions

Post Incident

• Order replacements for unsalvageable materials
All Staff

- Check Tulane emergency website, library website, local media, and Tulane Alert Line, for up to date information
- Contact supervisor as soon as possible

Post Incident

- Complete property loss forms and return to supervisor

All Department Heads and Supervisors

- Establish contact with all department personnel

Post Incident

- collect property loss forms and give them to the Senior Executive Secretary
COLLECTIONS CONTACTS, BUILDING ACCESS, AND COLLECTION PRIORITIES

*Removed for the public version of the plan.*
SALVAGE PROCEDURES

Removed for the Public version of the plan
APPENDICES
Appendix A: Employee Hurricane Evacuation Survey

The Director of Budgets and Administrative Services coordinates annual updates required to this form. The form is not used by most library employees, as most library employees are not participating in large, sponsored projects.

TULANE UNIVERSITY

EMPLOYEE HURRICANE EVACUATION SURVEY

Please complete the below survey so that your needs can be addressed in the event that essential staff members are required to evacuate for a severe weather emergency. Completed surveys must be submitted to your Department Head.

<table>
<thead>
<tr>
<th>NAME:</th>
<th>DEPARTMENT:</th>
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<tbody>
<tr>
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</table>

<table>
<thead>
<tr>
<th>HOME ADDRESS:</th>
<th>E-MAIL ADDRESS (Primary, Alternate):</th>
<th>PHONE NUMBERS (Office, cell, alternate cell):</th>
</tr>
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<tbody>
<tr>
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</table>

<table>
<thead>
<tr>
<th>CURRENT PROJECTS IN PROGRESS</th>
<th>PROJECT SPONSOR</th>
<th>GRANT FUNDED (Y or N)</th>
<th>SPECIAL REQUIREMENTS</th>
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### ADDITIONAL COMMENTS REGARDING PROJECTS:

### DATE EMPLOYEE RETURNED TO WORK POST EVENT:

(To be completed by Department Head)
APPENDIX B: Work area preparation for hurricanes

- Secure all critical papers, pictures, books, and other loose items in a cabinet, desk, or closet.
- Back up computer hard drives.
  - Ensure all files are saved to personal share
- Unplug all computer equipment, and all other electrical equipment.
- Move as much as possible away from windows to an interior area or against an interior wall.
- Raise equipment and collections materials off the floor, if possible.
- Cover with plastic and secure with tape any collections materials, office equipment, fine art, and computers that cannot be stowed or moved away from windows.
- Close and lock (or secure with tape) all filing cabinets.
- Close and lock all windows.
- Close and lock all doors.
- Stow telephone in desk, closet, or cabinet.
- Take personal items home with you.
Appendix C: Conservation Contacts

Removed for the public version of the plan.
## Appendix D: Property Loss forms

### Property Loss Form – Office & Scientific Equipment

<table>
<thead>
<tr>
<th>Category</th>
<th>Make/Model/Manufacturer (if known)</th>
<th>Tulane Decal No.</th>
<th>Age</th>
<th>Purchase Price</th>
<th>Condition/Damage</th>
<th>Repairable or Replace</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electrical Equip.</td>
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<td>Computers</td>
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<td>Printers</td>
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<td>Monitors</td>
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<td>Peripherals</td>
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<td>Calculators</td>
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<td>Copiers</td>
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<td>Typewriter</td>
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<td>Dictaphone</td>
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<td>Other</td>
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<tr>
<td>Communications</td>
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<td>Telephones</td>
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<tr>
<td>Cellular Phones</td>
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<tr>
<td>Fax Machines</td>
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<td>E-Mail</td>
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<tr>
<td>Other</td>
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<tr>
<td>Scientific Equip.</td>
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</tbody>
</table>

Fax (862-8766) or deliver (300 Gibson Hall) this form to Risk Management. **Attach all repair estimates to this form.**
**Property Loss Form – General Office Structure & Contents**

<table>
<thead>
<tr>
<th>Building ________________________</th>
<th>Room/Office # _________</th>
<th>Contact Person &amp; Phone Number __________________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department Incurring Loss________</td>
<td>Department Account Number ______________</td>
<td>Date of Report ______________</td>
</tr>
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<table>
<thead>
<tr>
<th>Category</th>
<th>Make/Model/Manufacturer (if known)</th>
<th>Tulane Decal No.</th>
<th>Age</th>
<th>Purchase Price</th>
<th>Condition/Damage</th>
<th>Repairable or Replace</th>
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<td>Interior Walls</td>
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<tr>
<td></td>
<td>Floors &amp; Carpet</td>
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<td>Ceiling</td>
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<td>Doors</td>
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<td>Shelves/Racks</td>
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<td>Windows</td>
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<td>Furniture</td>
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<td>Artwork</td>
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<td></td>
<td>File Cabinets</td>
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<td>Supplies</td>
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<td>Paper</td>
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<td>Other</td>
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</table>

Fax (862-8766) or deliver (300 Gibson Hall) this form to Risk Management. **Attach all repair estimates to this form.**
# Appendix E: Disaster Supply Inventory

<table>
<thead>
<tr>
<th>QTY</th>
<th>SUPPLY</th>
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<tbody>
<tr>
<td>OPEN</td>
<td>UNOPEN</td>
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<tr>
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</tr>
<tr>
<td><strong>Mops and Brooms</strong></td>
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<td>3</td>
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<td>1</td>
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<tr>
<td><strong>Electronics</strong></td>
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<td>10</td>
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<td>3</td>
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<tr>
<td>5</td>
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<tr>
<td><strong>Tapes</strong></td>
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<tr>
<td>3 rolls</td>
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<tr>
<td>3 rolls</td>
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<tr>
<td>1 roll</td>
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<tr>
<td><strong>Absorbent Materials</strong></td>
<td></td>
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<tr>
<td>2 boxes</td>
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<tr>
<td>1 box</td>
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<tr>
<td>1 pack.</td>
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<tr>
<td>19 rolls</td>
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<tr>
<td>4 rolls</td>
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<tr>
<td>1 pack</td>
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<tr>
<td><strong>Other Supplies</strong></td>
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<tr>
<td>2 boxes</td>
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</tr>
<tr>
<td>1</td>
<td></td>
</tr>
<tr>
<td>2 rolls</td>
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<tr>
<td>16 oz.</td>
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<table>
<thead>
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<th>Quantity</th>
<th>Item</th>
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</thead>
<tbody>
<tr>
<td>24</td>
<td>sponges</td>
</tr>
<tr>
<td>6</td>
<td>plastic bins</td>
</tr>
</tbody>
</table>

**Personal Protective Equipment**

- **1 box** Rubber Gloves (Large) (100 ct)
- **1 box** Rubber Gloves (Medium) (100 ct)
- **1 box** Rubber Gloves (Small) (100 ct)
- **3** Face Masks (5-pack)
- **4 pairs** freezer gloves

**Plastic Sheeting**

- **1 roll** Plastic Sheeting (6 mil x 15 ft x 25 ft)
- **1 roll** Plastic Sheeting (1.5 mil x 12 ft x 50 ft)
- **8 boxes** Poly-Cover (400 mil x 10 ft x 100 ft)
Appendix F: Working with disaster recovery vendors
Removed for the public version of the plan.

Appendix G: Volunteer Salvage Team Members
Removed for the public version of the plan.

Appendix H: Instructions for posting an emergency notice on the library website
Removed for the public version of the plan.

Appendix I: Instructions for posting to the library emergency blog
Removed for the public version of the plan.

Appendix J: Emergency Contacts

Construction project phone tree

Non-HTML emergency contacts

HTML emergency contacts
Removed for the public version of the plan.