



**WHAT WILL YOU DO
WHEN DISASTER
STRIKES?**

WILL YOU HAVE A PLAN?

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Your Plan Should Not Be Widespread Panic!

Our Disaster Recovery Plan
Goes Something Like This...



What is a Disaster?

- Three defining elements:
- Suddenness
- Unexpectedness
- Significant destruction and/or adverse consequences to the records



Why should we protect records?

- Legal liability
- Loss of income and productivity
- Loss of client confidence
- Loss of needed information
- Historical value



When disaster strikes, it is anything but business as normal!



- However, a good plan in place will help eliminate confusion and speed recovery efforts.

First order of business after a disaster:

- Safety for yourself and your loved ones
- Implementation of your personal disaster plan
- Implementation of a business continuity plan



ARE YOU PREPARED?

- What if you were forced to evacuate your home with little notice? After days of travel you find yourself hundreds of miles from home with only the clothes on your back. You have just a little cash and a credit card or two.



Financial Loss

- Records protect what you own by proving your ownership or helping you recover property that is lost. Tangible property is protected by deeds, insurance records, and bank statements. Records also protect your income or your ability to produce income.



Financial Loss

- Social security records, payroll records, leases, contracts, divorce settlements, investment records, and intellectual property records all protect your ability to make and receive income.



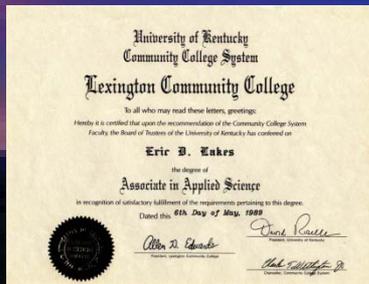
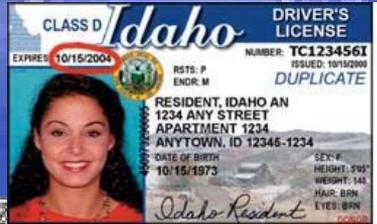
Health Loss

- Records protect your health by documenting your medical conditions and history. They describe medical treatments and list allergies. Medical insurance records help you find treatment, even if you are far from home.



Loss of Rights

- Certain records prove your identity and secure your rights.



Emotional Loss

- The destruction of family photographs and documents, family memorabilia, and even pet records can create emotional trauma that is not easily measured, but terrible nonetheless.



Which Records Are Most Important?

- Birth certificate
- Driver's license or other photo ID
- Immunization records
- Insurance records
- Medical history and records
- Pet records
- Social Security card

High-Risk Records



- Adoption records
- Child support and alimony records
- Income tax records
- Leases
- Marriage Certificate
- Passport
- Recent work history
- Records of educational attainment

Irreplaceable Records

- Family documents
- Family letters and diaries
- Family memorabilia
- Family photographs
- Scrapbooks and newspaper clippings



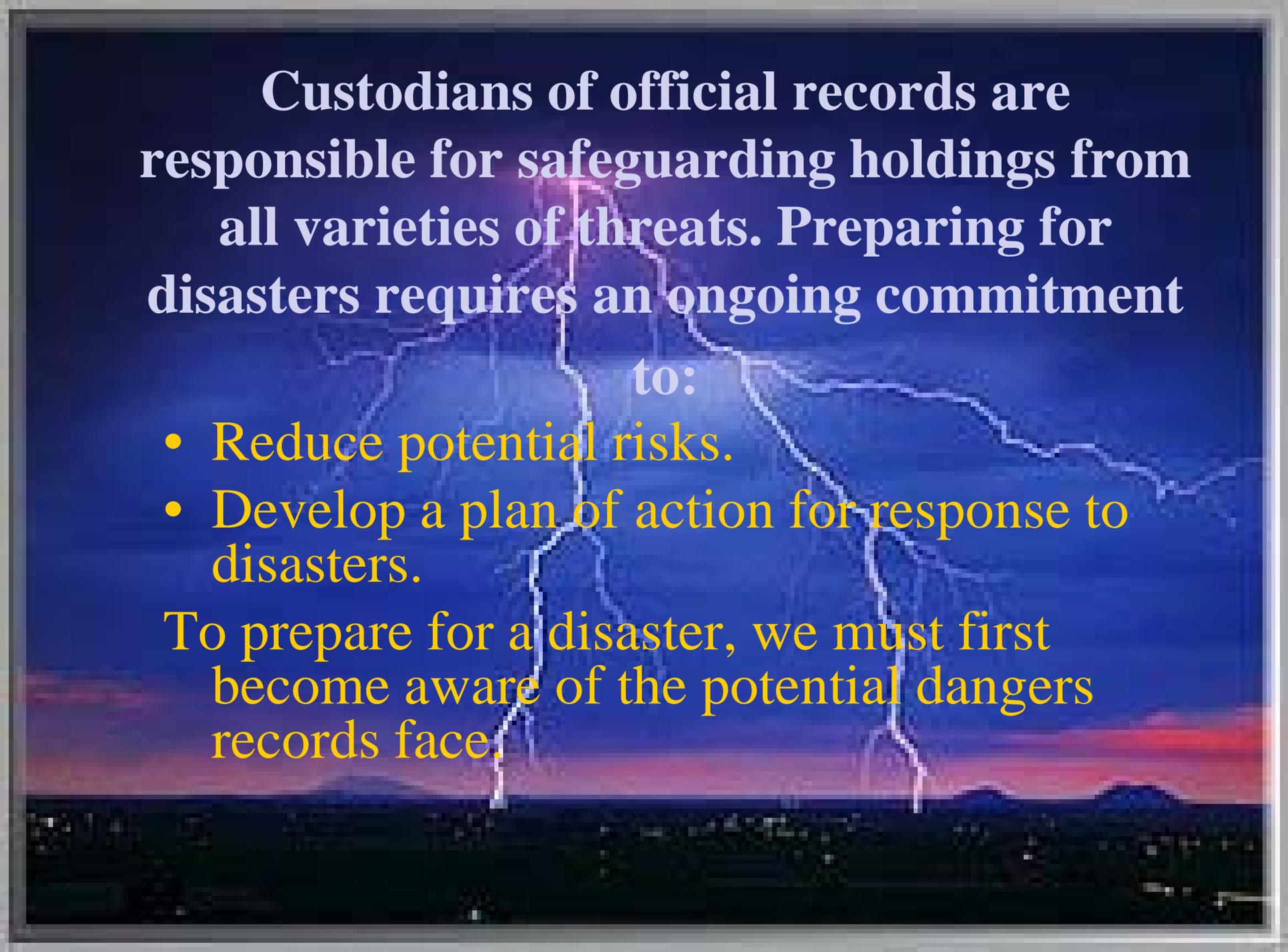
Are You Ready for Anything?



Video

- Followed by a discussion and break





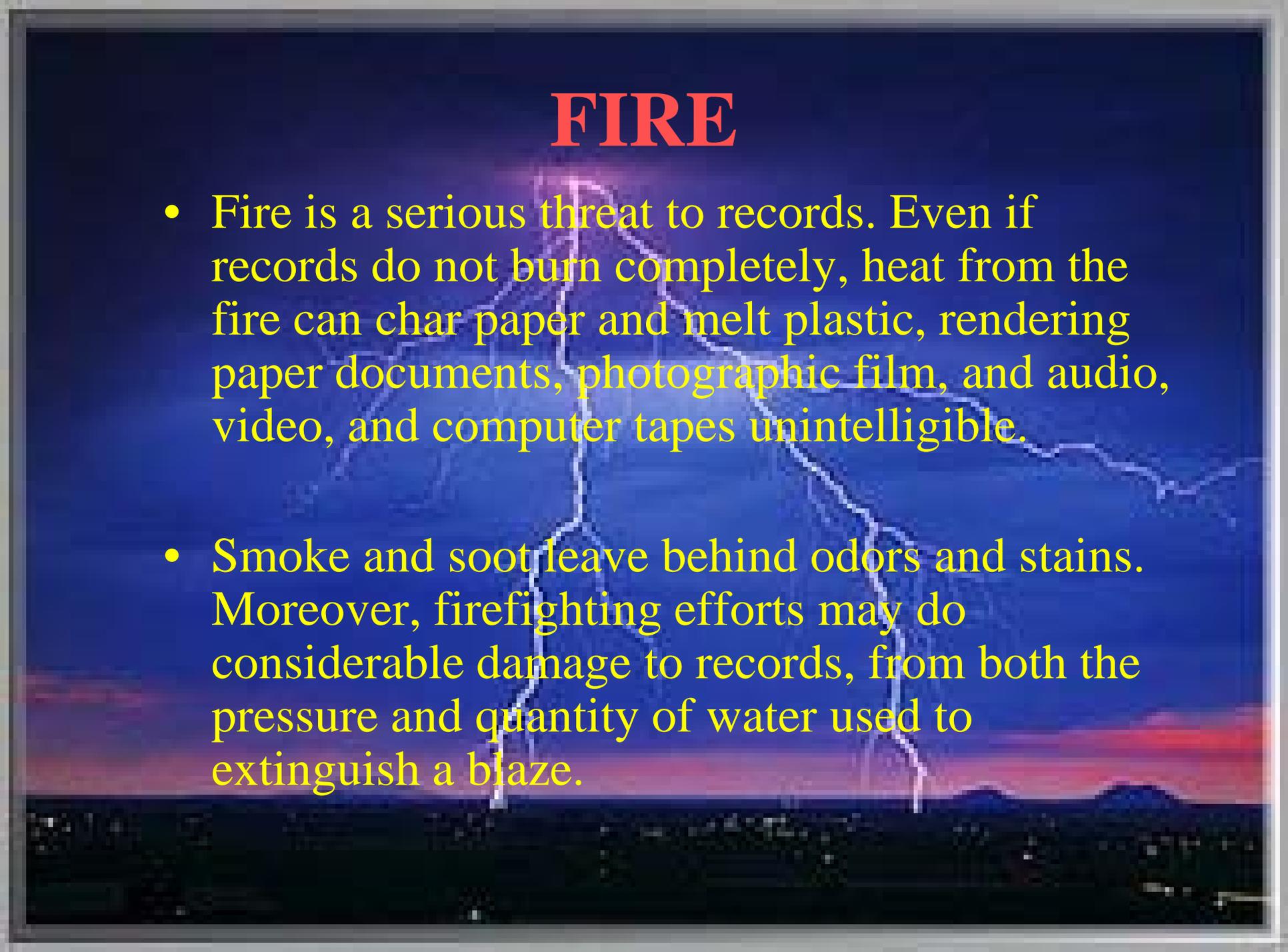
Custodians of official records are responsible for safeguarding holdings from all varieties of threats. Preparing for disasters requires an ongoing commitment

to:

- **Reduce potential risks.**
- **Develop a plan of action for response to disasters.**

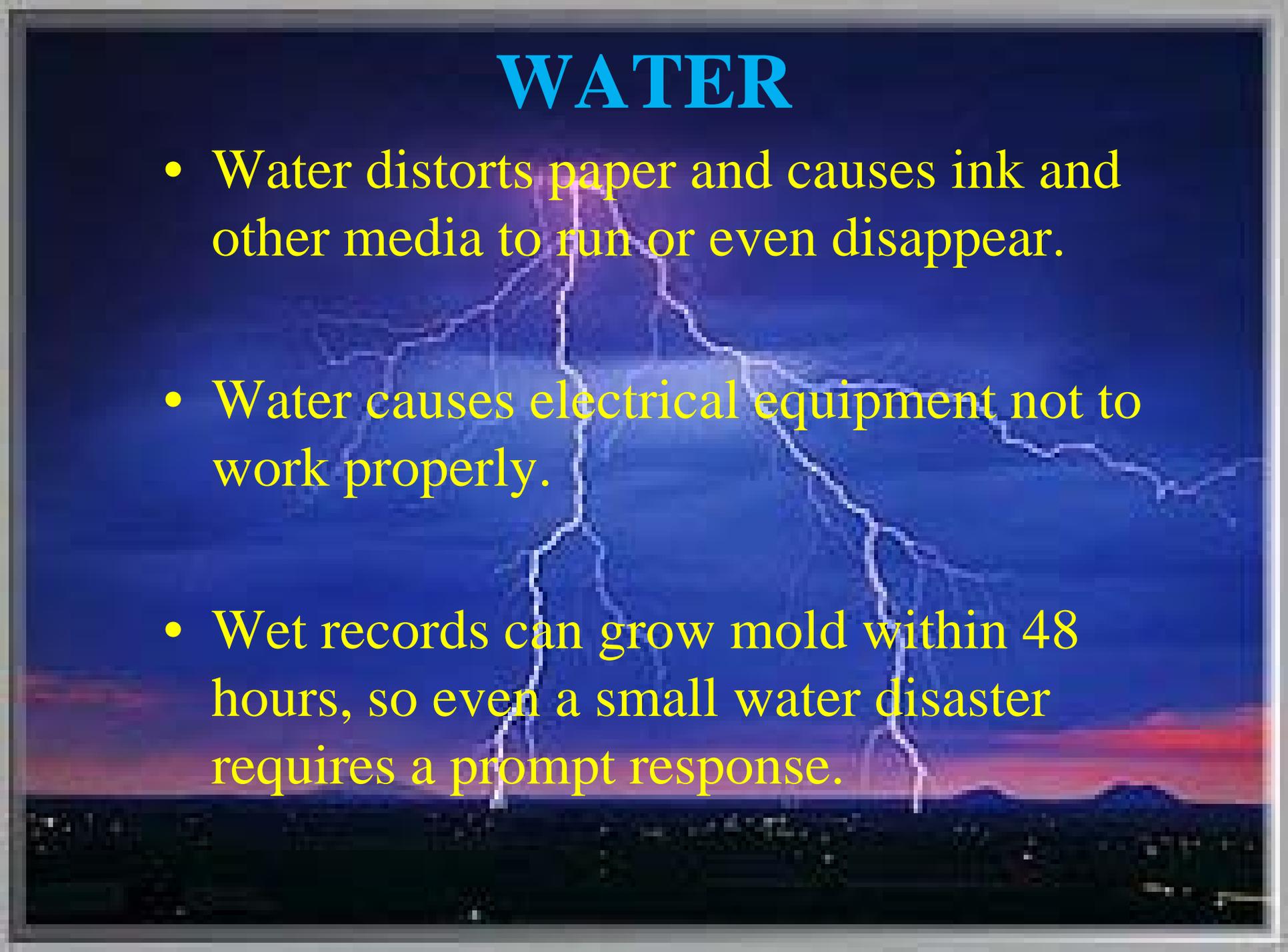
To prepare for a disaster, we must first become aware of the potential dangers records face.

FIRE

The background of the slide is a dark, stormy night sky. A bright, jagged lightning bolt strikes down from the upper center towards the bottom right. The sky is a deep blue and purple, with some lighter clouds near the horizon. The overall mood is dramatic and intense.

- Fire is a serious threat to records. Even if records do not burn completely, heat from the fire can char paper and melt plastic, rendering paper documents, photographic film, and audio, video, and computer tapes unintelligible.
- Smoke and soot leave behind odors and stains. Moreover, firefighting efforts may do considerable damage to records, from both the pressure and quantity of water used to extinguish a blaze.

WATER



- Water distorts paper and causes ink and other media to run or even disappear.
- Water causes electrical equipment not to work properly.
- Wet records can grow mold within 48 hours, so even a small water disaster requires a prompt response.

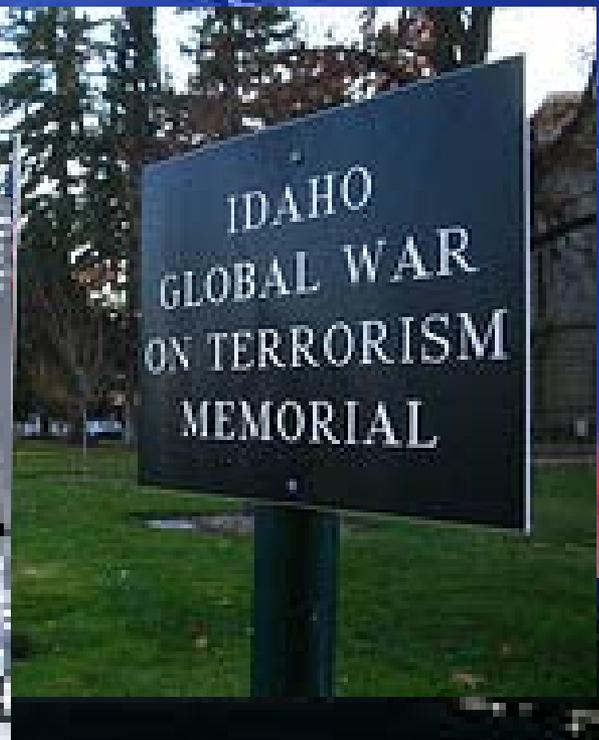
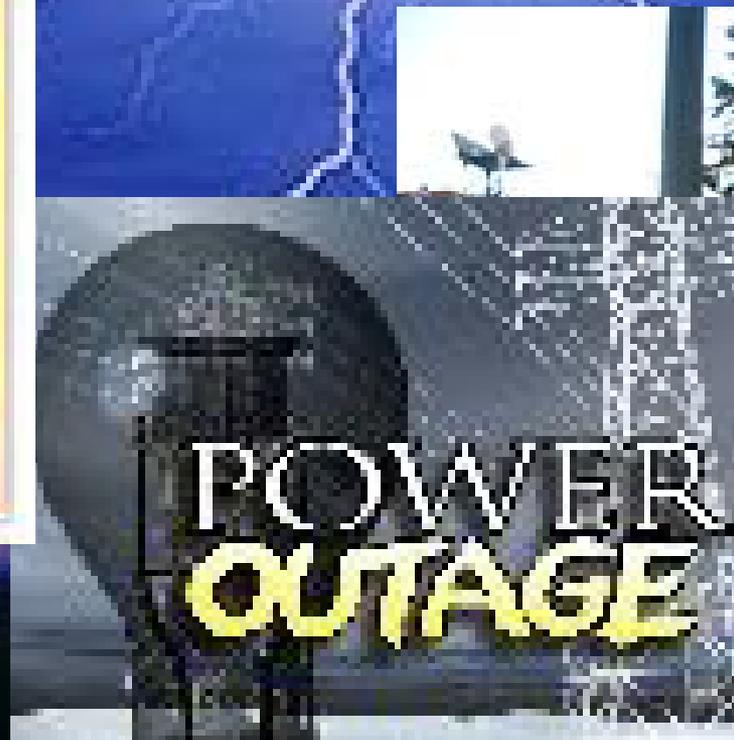
THEFT

Unfortunately, theft is a common threat to records.



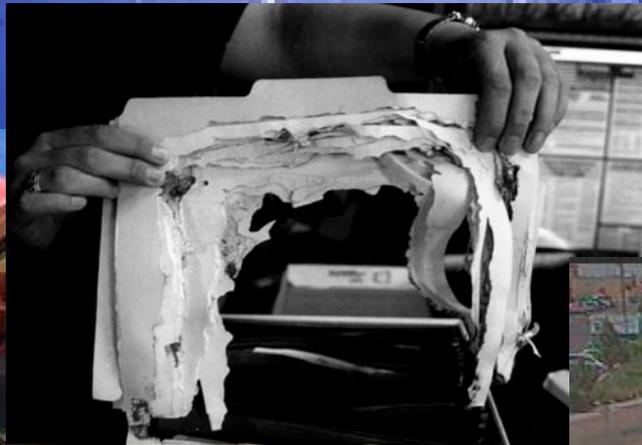
Domestic Violence or Terrorism

- Destroying government records is an effective means of disabling government.



Environmental Hazards

- Records can be harmed by unstable temperature and humidity, pollution, radiation, and vermin such as insects and rodents.



Disaster Prevention



- Disaster Prevention refers to steps you can take within your organization to protect your building and collections before a disaster occurs. The protection and preservation of records is essential to business continuity.

TO PREVENT FIRE



- Inspect wiring regularly.
- Follow local and state fire codes. The presence of fire alarms, smoke detectors, fire extinguishers, and a sprinkler system are strongly recommended for personal safety and collection preservation. Map their locations.

TO PREVENT FIRE

- Prohibit smoking in storage areas.
- Limit small appliances in the collection storage area.
- Use construction materials with a high fire resistance rating.



TO PREVENT FIRE

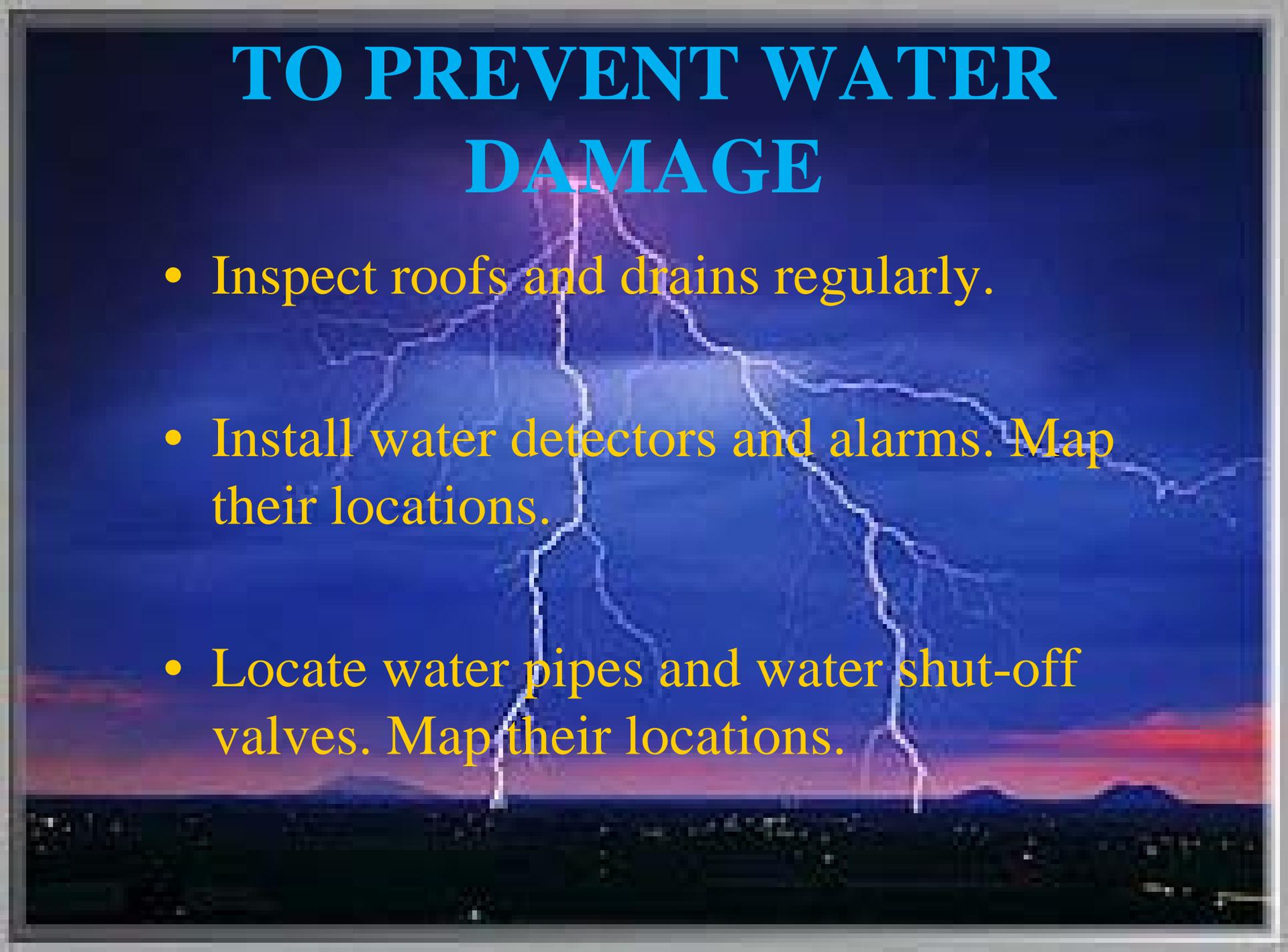
- **Don't store records with chemicals, cleaning supplies, etc.**
- **Keep the storage area neat and police it at regular intervals.**
- **Have fire extinguishers checked at regular intervals. Make sure staff know where they are and how to use them!**

TO PREVENT FIRE

- Make sure you have a safe fire escape method for all situations!



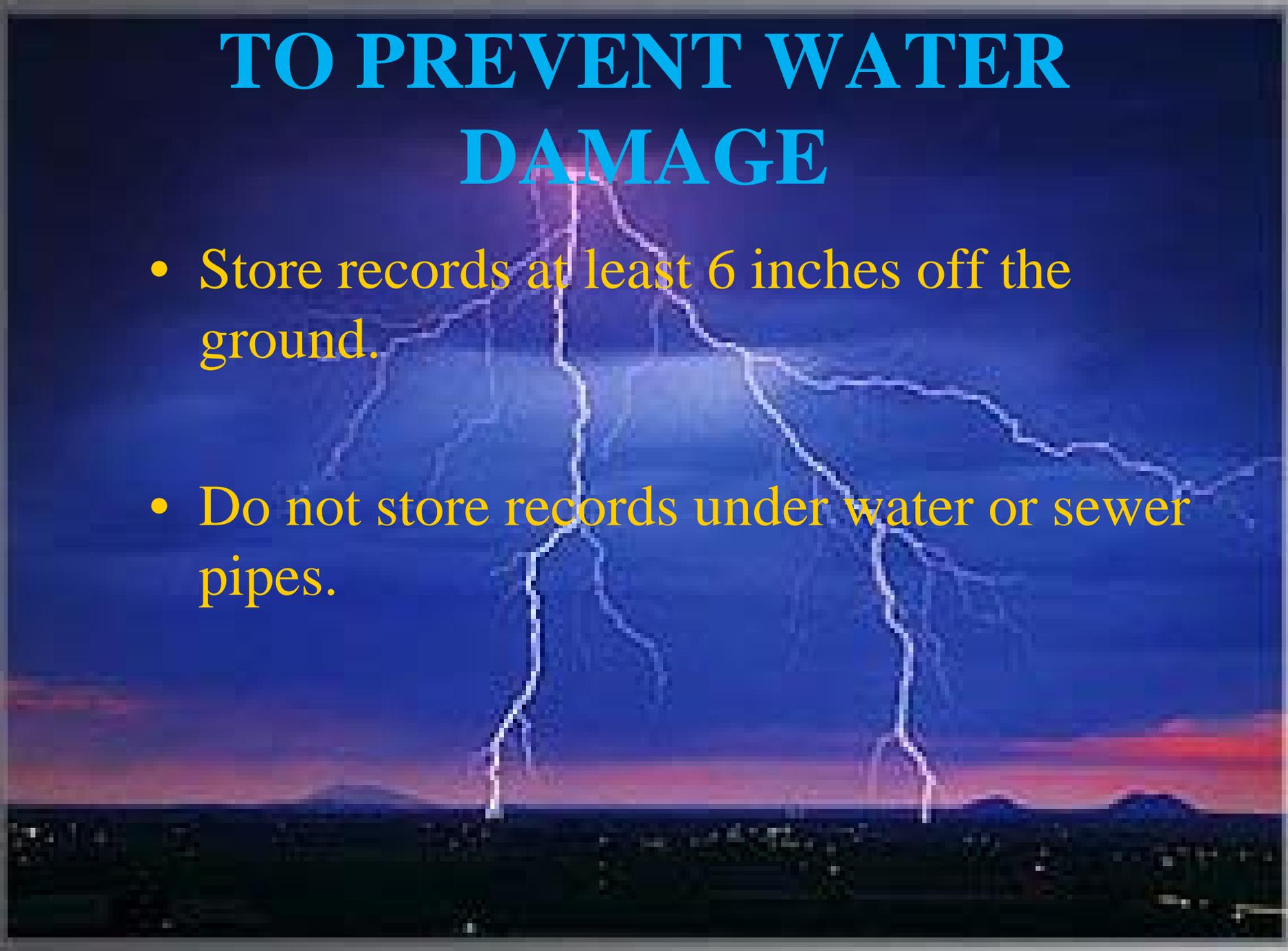
TO PREVENT WATER DAMAGE



- Inspect roofs and drains regularly.
- Install water detectors and alarms. Map their locations.
- Locate water pipes and water shut-off valves. Map their locations.

TO PREVENT WATER DAMAGE

- Store records at least 6 inches off the ground.
- Do not store records under water or sewer pipes.

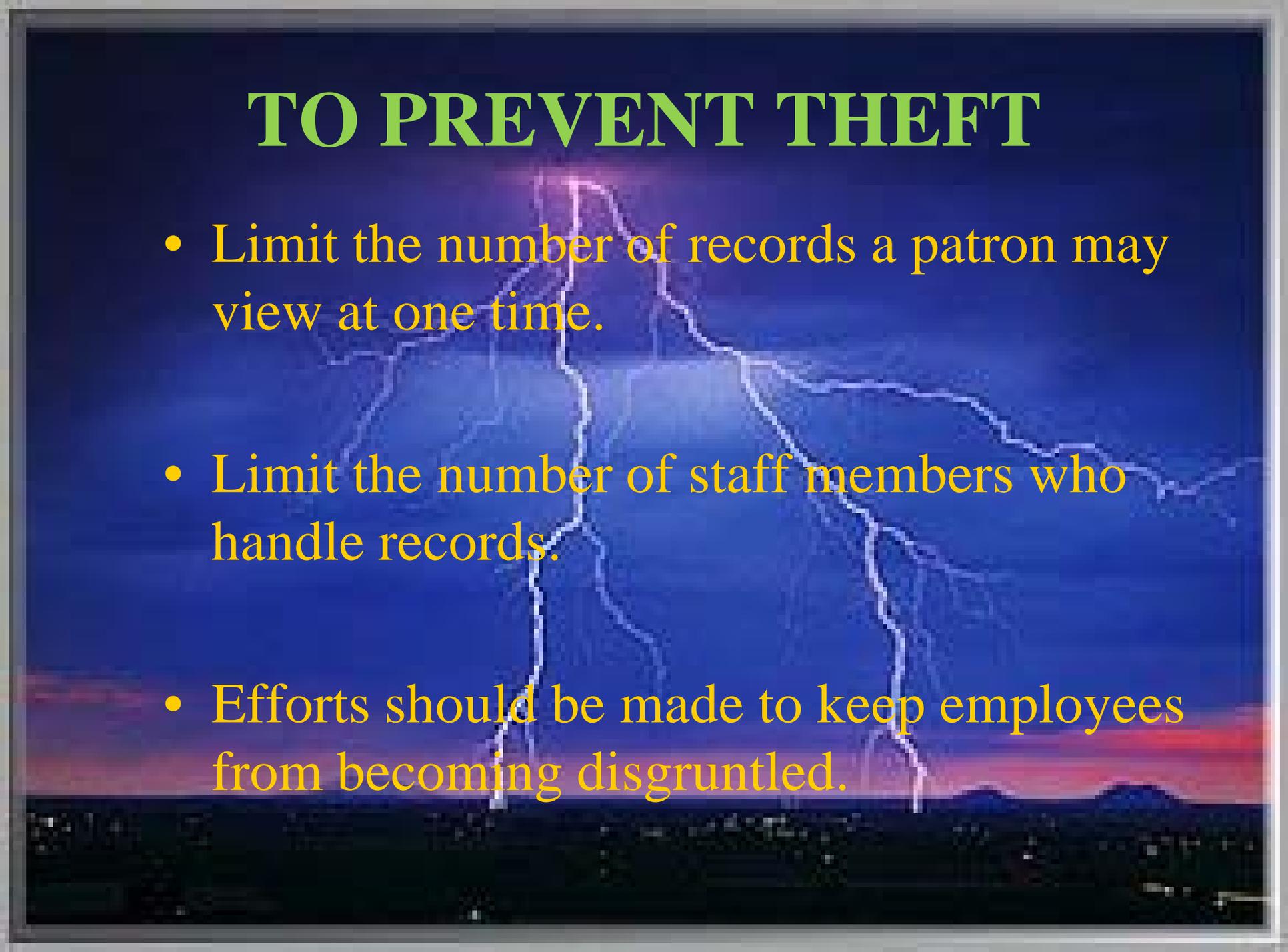


TO PREVENT THEFT



- Establish security routines, including an annual building inspection and seasonal maintenance.
- Install alarms to prevent intrusion, deliberate, or random violence.
- Limit unauthorized access to the storage area.

TO PREVENT THEFT



- Limit the number of records a patron may view at one time.
- Limit the number of staff members who handle records.
- Efforts should be made to keep employees from becoming disgruntled.

Safeguards Against Terrorist Acts

- Electromagnetic Pulse -- EMP can seriously damage electronic devices connected to power sources or antennas. This includes communication systems, computers, electrical appliances, and automobile or aircraft ignition systems. The damage could range from a minor interruption to actual burnout of components.

Safeguards Against Terrorist Acts



- Be aware of technology that has non-electronic components.
- Have mechanical backups independent of the grid.
- Shielding – concrete shelters and underground storage may provide some protection.

Safeguards Against Terrorist Acts

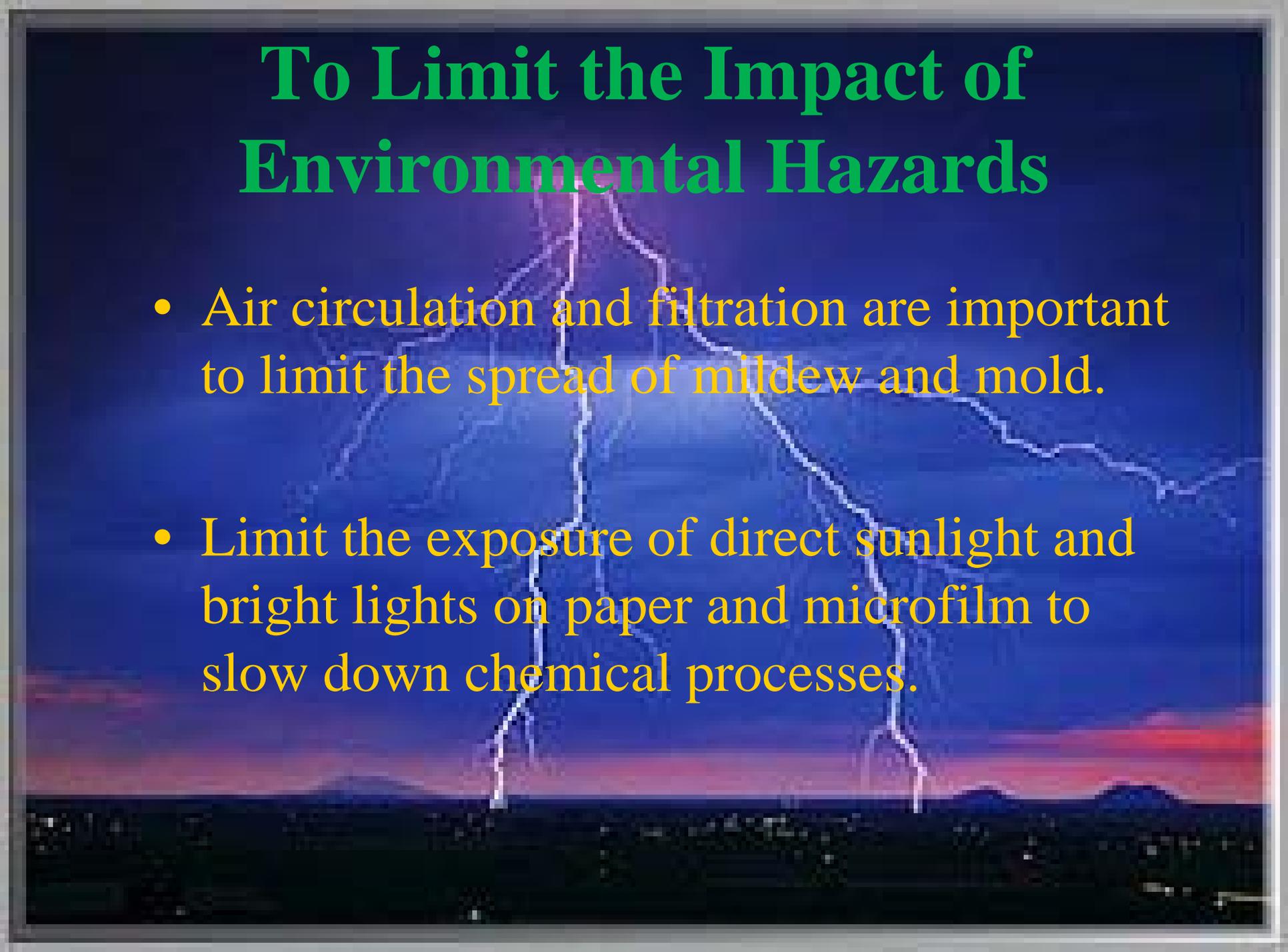


- Identify the most vital of your records and store duplicates as securely as possible at another site in the state or several states away if possible.
- Security copies of permanent archival microfilm may be stored at the State Archives free of charge.

To Limit the Impact of Environmental Hazards

- Periodic inspection of records with long retention should be made to ensure their quality (especially important for magnetic data and microfilm).
- Monitor temperature and humidity to make sure it is constant. Great fluctuations of humidity and temperature injure all mediums of records.

To Limit the Impact of Environmental Hazards



- Air circulation and filtration are important to limit the spread of mildew and mold.
- Limit the exposure of direct sunlight and bright lights on paper and microfilm to slow down chemical processes.

To Limit the Impact of Environmental Hazards

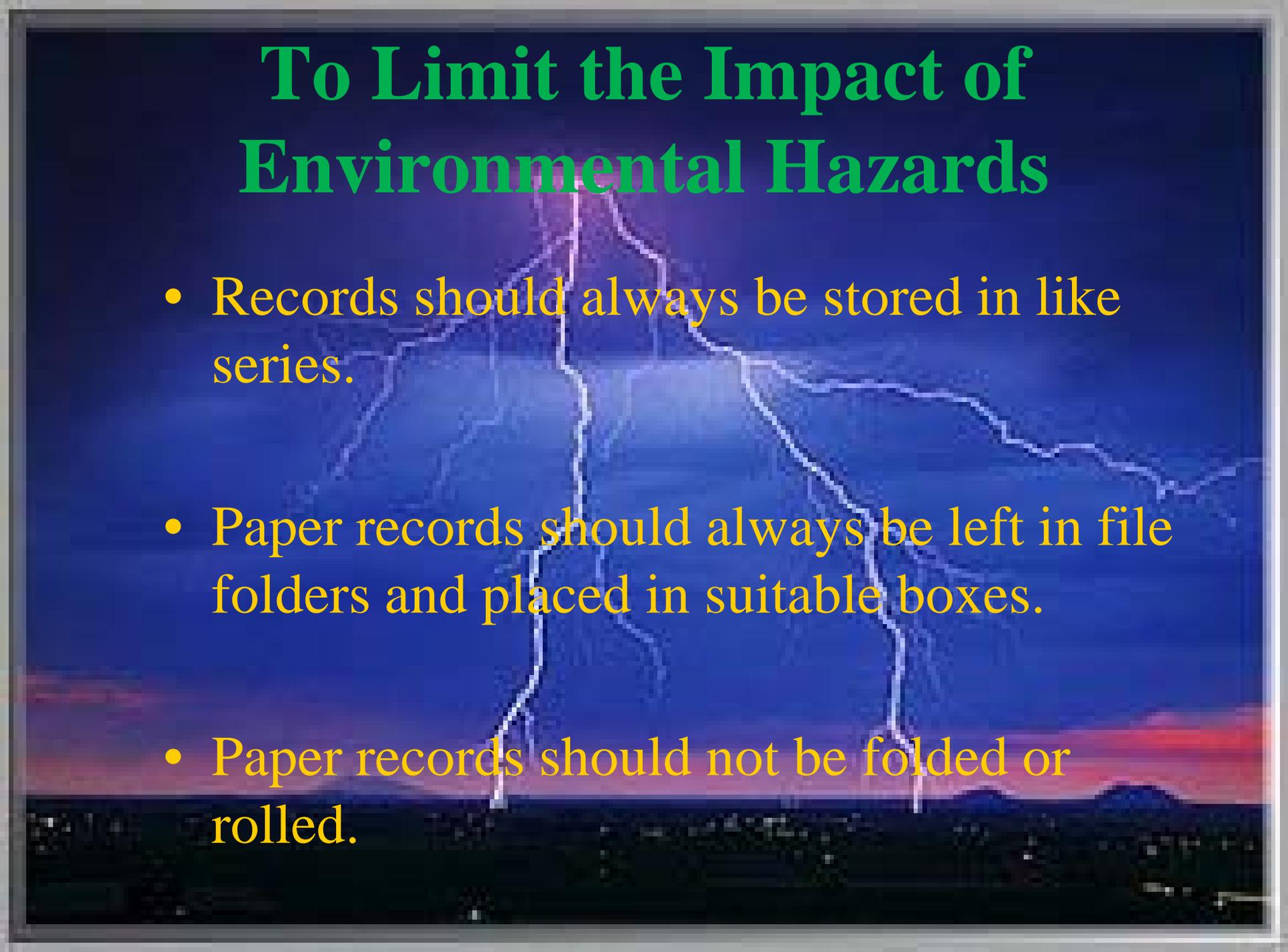
- Practice good pest management
 - Seal routes of entry
 - Control water sources
 - Control food sources
 - Clean storage rooms and look for signs of insects
 - Conduct routine monitoring of collections
 - Be vigilant especially during construction

To Limit the Impact of Environmental Hazards



- Maintain pest control practices
 - Avoid chemical controls if possible
 - Freeze infested books and documents
 - Seek the help of pest control professionals

To Limit the Impact of Environmental Hazards

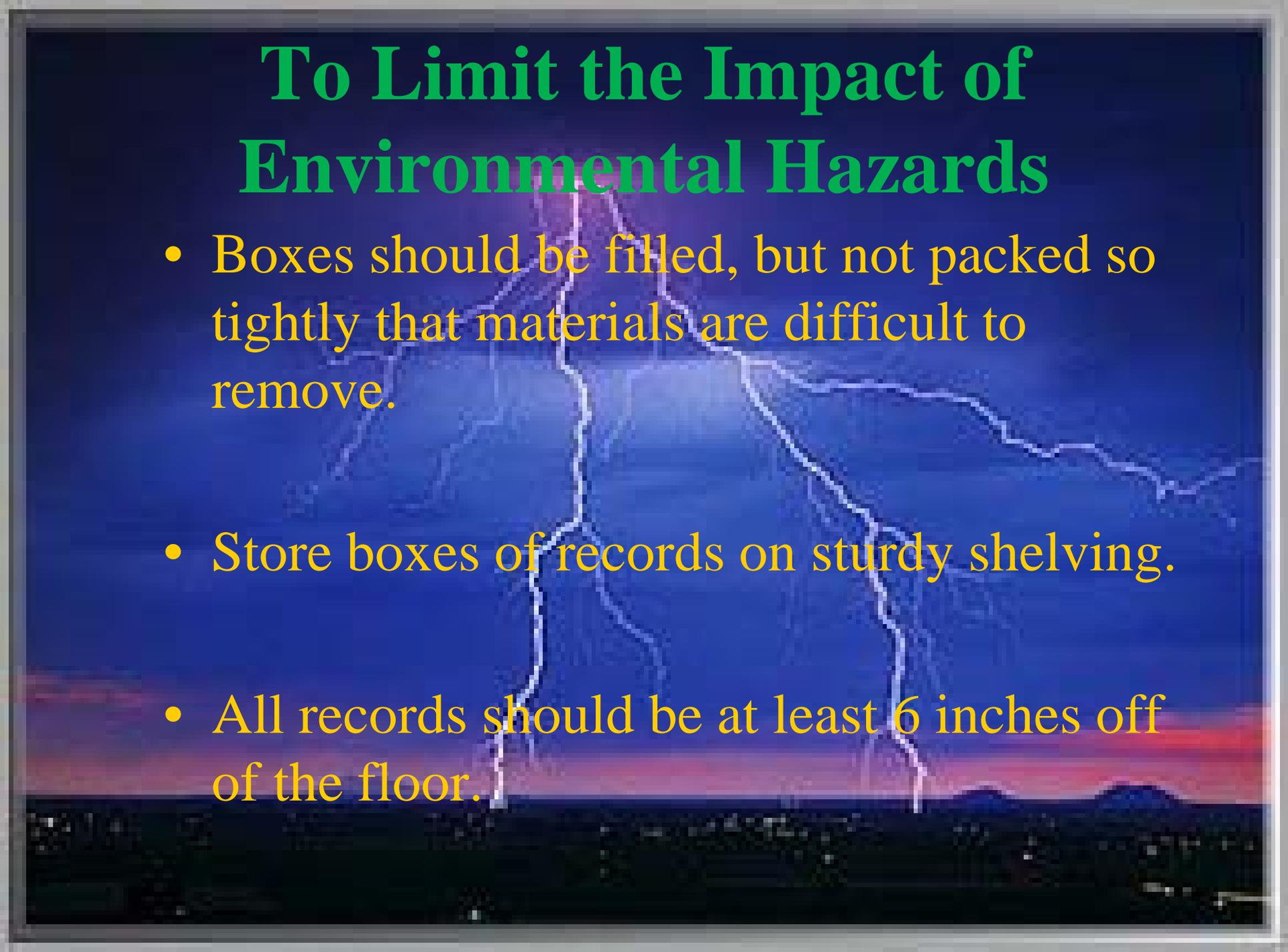
The background of the slide is a dark, stormy night sky. A prominent, bright white lightning bolt strikes down from the top center, branching out as it descends. The sky is a deep blue and purple, with a faint horizon line showing dark silhouettes of hills or mountains. The overall mood is one of environmental danger and urgency.

- Records should always be stored in like series.
- Paper records should always be left in file folders and placed in suitable boxes.
- Paper records should not be folded or rolled.

To Limit the Impact of Environmental Hazards

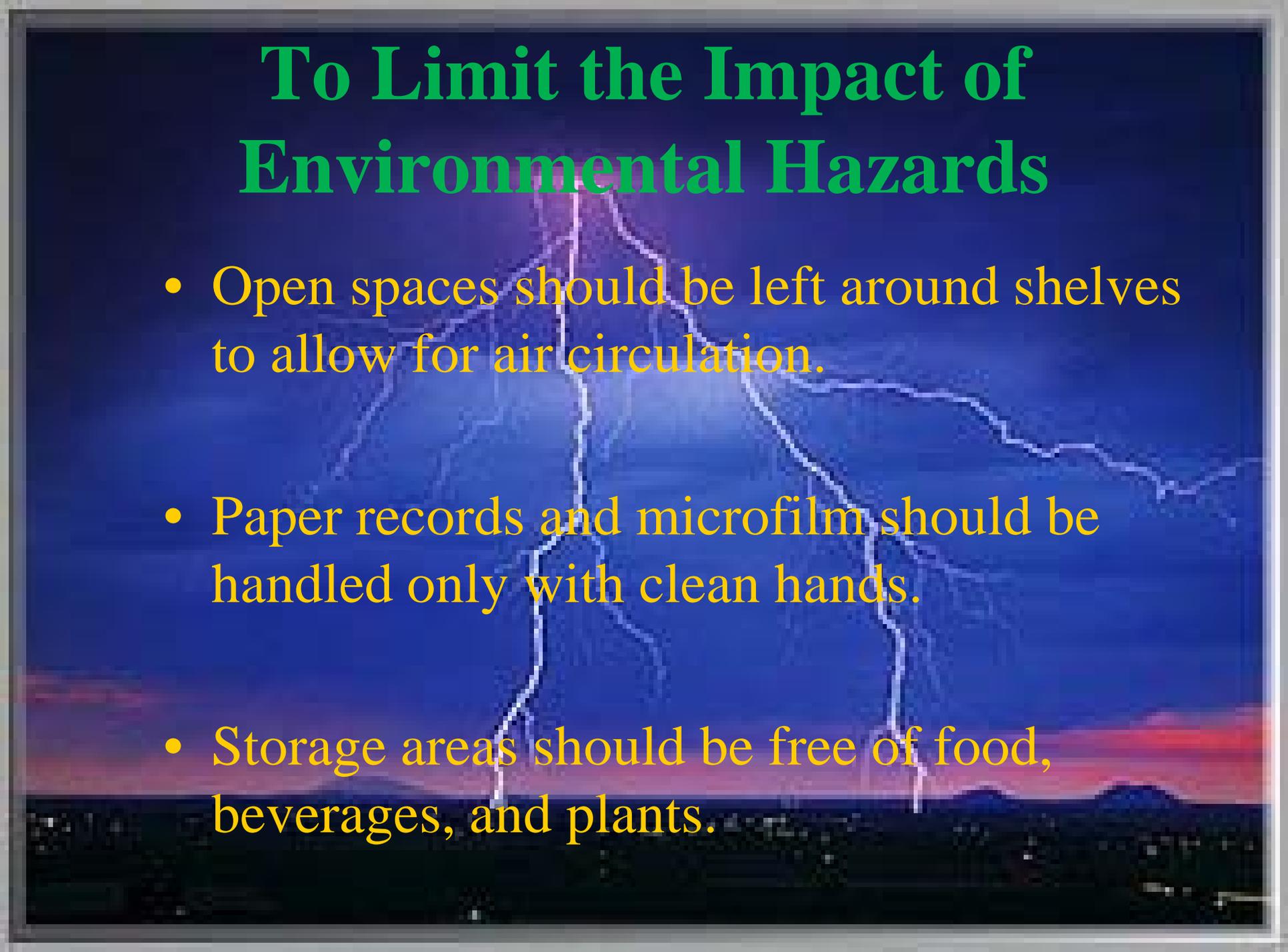
- If the inactive records are of permanent value, they should be placed in acid-free folders and acid-free sturdy cardboard boxes and transferred to the State Archives.
- Papers within a box should be kept in folders. Individual sheets should not be extracted.

To Limit the Impact of Environmental Hazards



- Boxes should be filled, but not packed so tightly that materials are difficult to remove.
- Store boxes of records on sturdy shelving.
- All records should be at least 6 inches off of the floor.

To Limit the Impact of Environmental Hazards



- Open spaces should be left around shelves to allow for air circulation.
- Paper records and microfilm should be handled only with clean hands.
- Storage areas should be free of food, beverages, and plants.

Video

- Followed by a discussion and break



Disaster plan



- The foundation of successful disaster response and recovery
- Must be *in writing*
- Must be updated at least once a year
- Must be a *living document* that is not forgotten about

Contents of a plan

- Prevention and protection strategies
- Communication plan (phone free)
- Disaster response team members
- Institution-wide collection priorities
- Checklist of pre-disaster actions
- Instructions for response and recovery
- Detailed building plans

Contents of a plan



- Resource lists (including stabilization areas)
- Accounting binformation
- Insurance information
- Location of keys
- Interim storage locations
- Options for staging sites

Contents of a plan

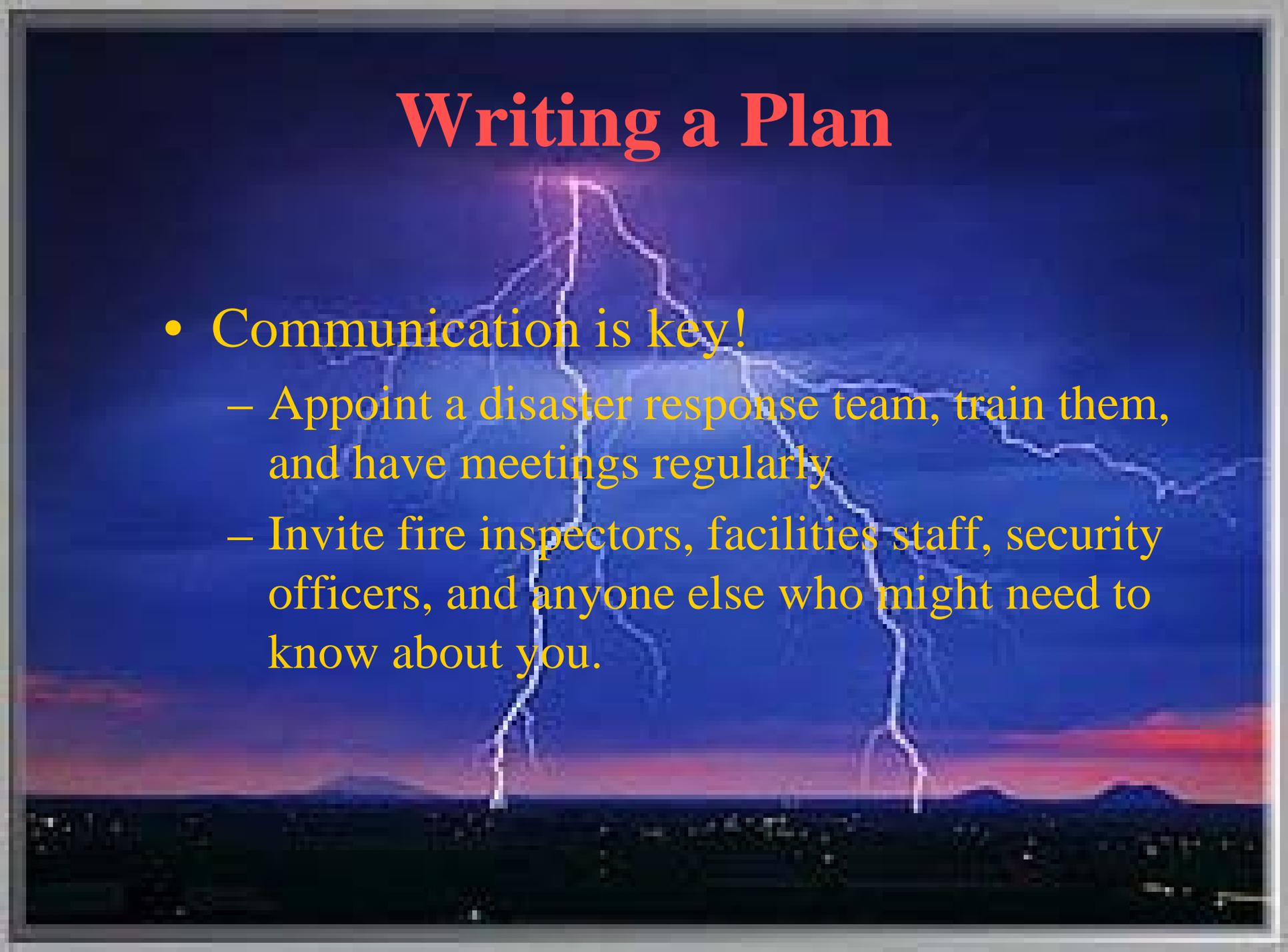


- Comfort food
- Local businesses with freezers, warehouses, refrigerated trucks, etc.
- Conservators (different specialties)
- Emergency equipment and supplies
- Transport
- Mycologist

Contents of a plan

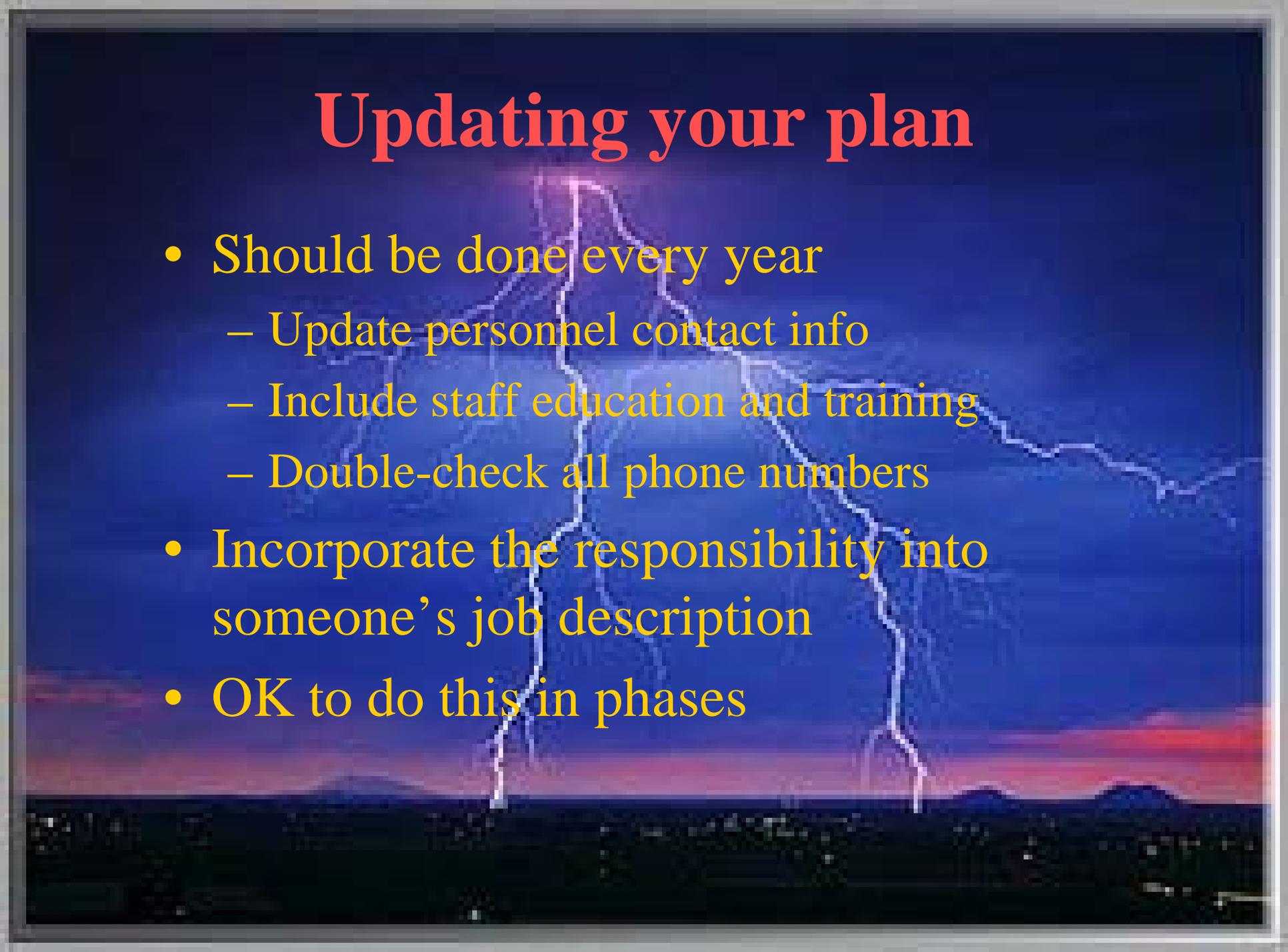
- Freeze drying facility
- Insurance representative
- Response team duties and responsibilities
- Collection priorities
- Response and recovery instructions
- Long-term rehabilitation instructions
- Record-keeping forms

Writing a Plan

The background of the slide is a dark, stormy night sky. A bright, jagged lightning bolt strikes down from the top center, illuminating the scene. The sky is a deep blue and purple, with some lighter clouds near the horizon. The bottom of the image shows a dark, silhouetted landscape, possibly a city or a field, under the storm.

- Communication is key!
 - Appoint a disaster response team, train them, and have meetings regularly
 - Invite fire inspectors, facilities staff, security officers, and anyone else who might need to know about you.

Updating your plan



- Should be done every year
 - Update personnel contact info
 - Include staff education and training
 - Double-check all phone numbers
- Incorporate the responsibility into someone's job description
- OK to do this in phases

Examples of plans

- **INTRODUCTION TO DISASTER PLANNING:**
<http://www.idahohistory.net/IDDISASTER.pdf>
- **CONSERVATION ONLINE (CoOL):**
<http://palimpsest.stanford.edu/bytopic/disasters/>
- **SAMPLE EMERGENCY PLAN:**
<http://www.ready.gov/business/downloads/sampleplan.pdf>
- **DISASTER PLANS WEBSITES:**
<http://www.aallnet.org/chapter/seall/meeting/2006/Institute%20Disaster%20Plans%20Websites.pdf>

Disaster Response Team

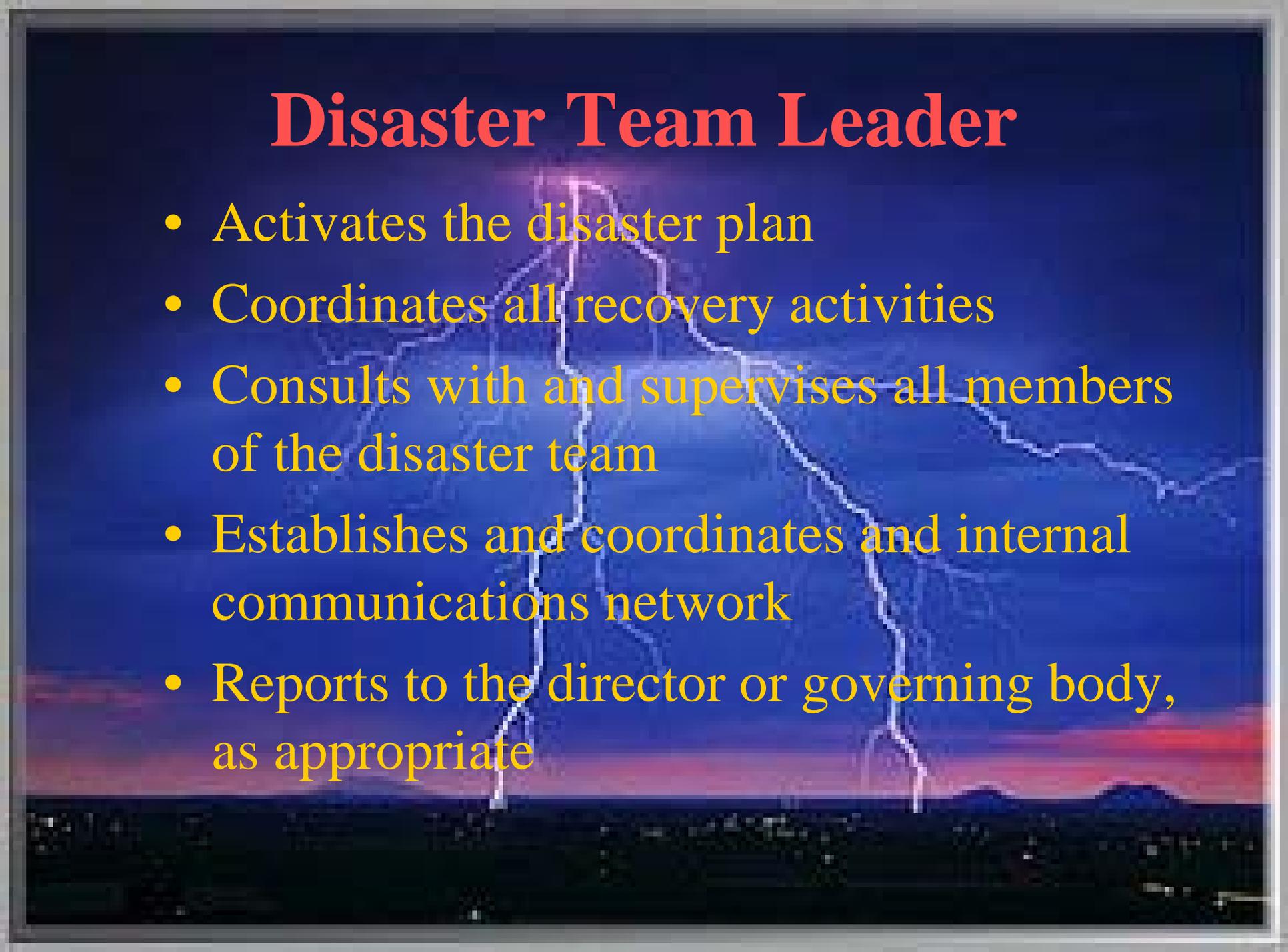
- Disaster team leader
- Administrator/supplies coordinator
- Work crew coordinator
- Collections recovery specialist
- Subject specialists or department heads
- Technology Coordinator
- Building recovery coordinator

Disaster Response Team



- Security coordinator
- Public relation coordinator
- Documentation coordinator

Disaster Team Leader



- Activates the disaster plan
- Coordinates all recovery activities
- Consults with and supervises all members of the disaster team
- Establishes and coordinates and internal communications network
- Reports to the director or governing body, as appropriate

Public Relations Coordinator

- Coordinates all publicity and public relations, including communication with the media and public.

PUBLIC RELATIONS
PROJECTING THE RIGHT IMAGE

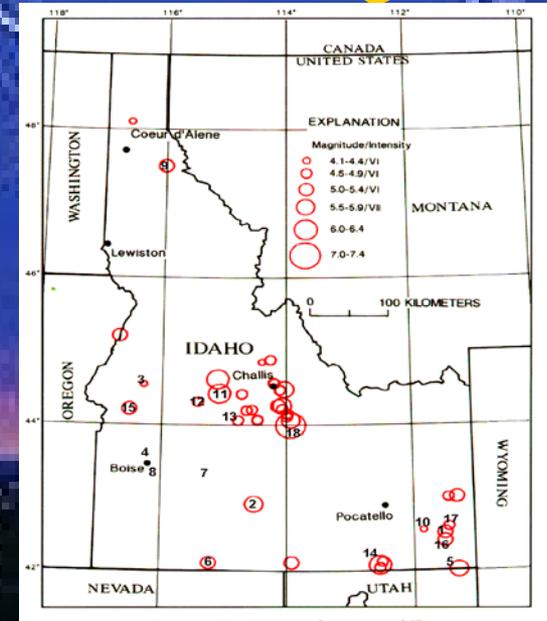
COMMUNICATION

MEDIA RELATIONS

COMMUNITY RELATIONS

Building Recovery Coordinator

- Assesses damage to the building and systems
- Decides on recovery/rehabilitation strategies for the building
- Coordinates with administrator for external services/supplies/equipment related to building recovery



Administrator/Supplies Coordinator

- Tracks personnel working on recovery
- Maintains in-house disaster response supplies
- Orders/coordinates supplies, equipment, and services with other team members
- Authorizes expenditures
- Communicates with insurance company

Collections Recovery Specialist



- Keeps up to date on collections recovery procedures
- Decides overall recovery/rehabilitation strategies
- Coordinates with administrator regarding collections-related services/supplies/ equipment, such as freezing and vacuum freeze drying services
- Trains staff and workers in recovery and handling methods

Security Coordinator

- Maintains security of collections, building, and property during response and recovery
- Oversees response to medical emergencies



Documentation Coordinator

- Maintains a list of the priorities for recovery
- Keeps a written record of decisions
- Maintains a written and photographic record of all damaged materials for insurance and other purposes
- Tracks collections as they are moved during salvage and treatment

Work Crew Coordinator

- Coordinates the day-to-day recovery work of staff and volunteers, to maintain an effective workflow
- Arranges for food, drink, and rest for staff, volunteers, and other workers
- Keeps track of time workers spend on recovery work



Technology Coordinator

- Assesses damage to technology systems, including hardware, software, and telecommunications
- Decides on recovery/rehabilitation strategies
- Sets priorities for recovery
- Coordinates with administrator for external services/supplies/equipment related to technology

Recovery Team

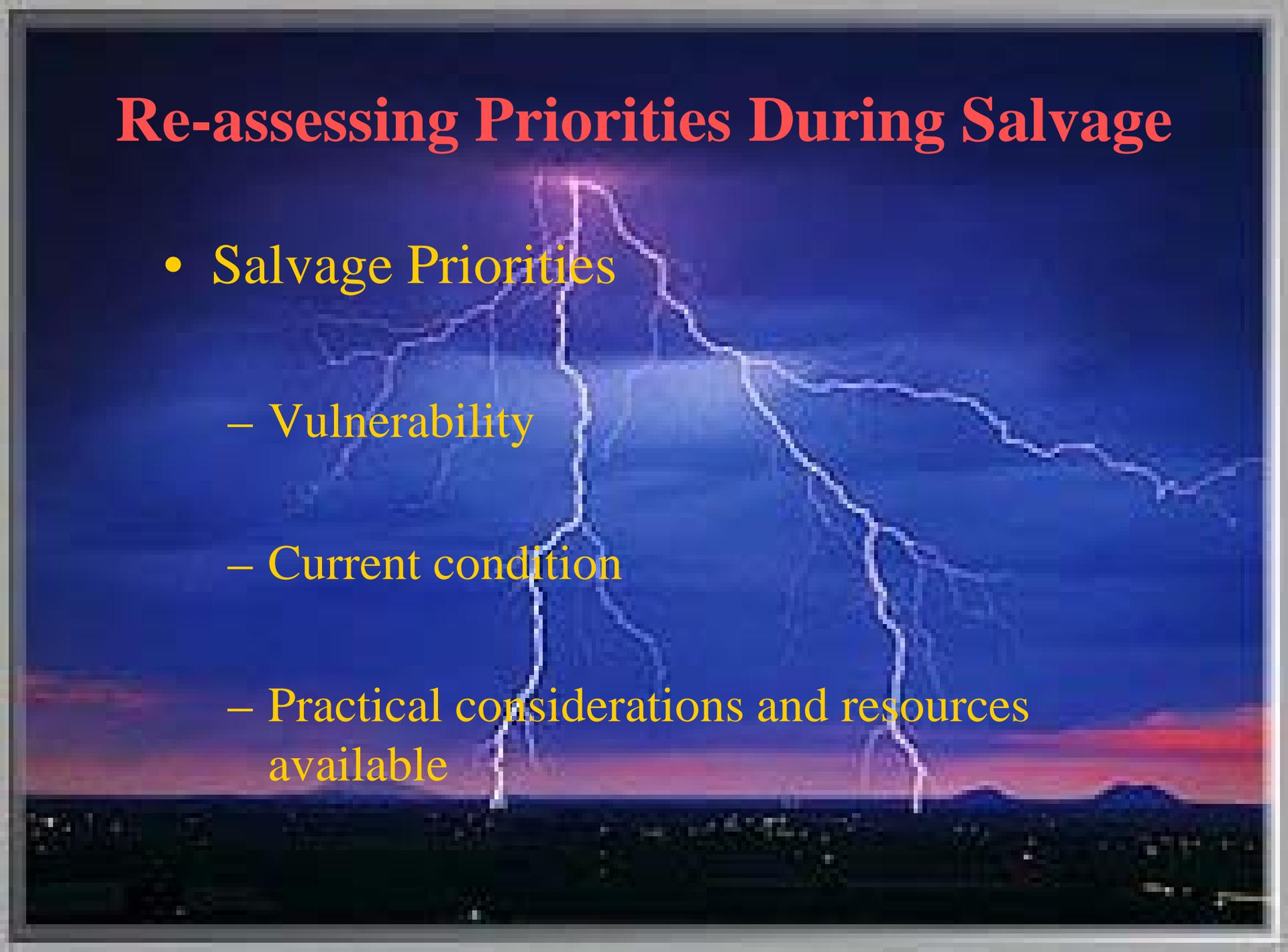
- Pack collections
- Move collections
- Dry collections



Salvage Triage

- **#1 Salvage at all costs:** unique items that are difficult or impossible to replace
- **#2 Salvage if time permits:** items that are difficult to replace or that can be replicated only at high cost
- **#3 Salvage as part of general clean-up:** materials that can be replaced more easily or cheaply than salvaged

Re-assessing Priorities During Salvage



- Salvage Priorities

- Vulnerability

- Current condition

- Practical considerations and resources available

Traits of a good disaster plan

- Clear, concise, well-organized
- Relevant, practical
- Tailored to institutions geography, users, priorities
- Product of broad-based staff involvement
- Widely distributed and read
- Reviewed and updated annually