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Introduction

The Emergency Response and Recovery Plan (ERRP) has been an ongoing project of the Gould Library staff at Carleton College. The first plan was devised in March 1994 by John Metz, Rick Miller, Kristi Wermager, Terry Kissner, and Jennifer Edwins. The first major revision of the plan was completed April 2000 by Kristi Wermager, Terry Kissner, and Jennifer Edwins.

The intent of this document is to give clear and concise instructions for dealing with possible emergency situations. The plan is arranged with one topic per page. Easy access to individual sections is provided through the Table of Contents and by tabs for each emergency situation and each section of the Appendix. This plan does not address every emergency but rather situations that have occurred in the Carleton Library. For this reason, decision-making and judgment may be important in some situations.

Reading through this plan and participating in periodic staff training for emergency response and recovery should develop a level of confidence for library staff members in handling emergency situations. The Emergency Response Task Force will be responsible for implementing staff training.

The Emergency Response Task Force acknowledges ideas and support obtained from other institutions that willingly shared emergency response information with us. This manual has been compiled for internal use only and is not considered a published document.

Distribution

A copy of this plan is located in each department head's office. Department Heads will be responsible for adding updated information to these plans:

- Archives
- Art Curator's Office
- Custodial Space on Level 2, Room 234
- Collection Development
- Information Technology
- Loan Services
- Reference and Instruction
- Technical Services
ERRP Team members have two copies of the plan (one for home and one for work):

- Sam Demas
- Jennifer Edwins
- Carol Eyler
- Eric Hinsdale
- Merry Hoekstra
- Terry Kissner
- Kathy Tezla
- Kristi Wermager

Campus copies:
- Security (Wayne Eisenhuth)
- Maintenance and Custodial Services (Kirk Campbell)
- Facilities (Steven Spehn)
- Associate Vice President for External Relations (Joe Hargis)

Off-Campus copies:
- Rolvaag Memorial Library, St. Olaf College (Betsy Busa)

**Updates**
The ERRP Task Force will formally evaluate and update the ERRP every three years. Ongoing updates should be submitted to Terry Kissner. Updated material will be distributed periodically to the departments and individuals listed above for replacement in ERRP.
General Expectations of All Library Staff

An emergency takes precedence over everything else. This means that you drop whatever you are doing and assist the ERRP Team. All staff are expected to be familiar with the contents of this manual, to be aware of locations of fire extinguishers and hoses, fire pulls, fire exits, and emergency response supplies. All staff must attend periodic training sessions.

Expectations:
- Remain calm
- Inform ERRP Team member
- Minimize personal injury and loss of life
- Protect library property and minimize damage to materials
- Restore normal operations as soon as possible
**First Step in Emergency Response: ERRP Team Contact List**

1. Always contact Security first at x-4444.
2. Contact member of ERRP Team. The following individuals should be contacted until someone is reached in person. (Don't simply leave a voice mail or email message.) That person will then take responsibility for notifying the rest of the group.

<table>
<thead>
<tr>
<th>First People to Contact:</th>
<th>Work #</th>
<th>Home #</th>
<th>Cell #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sam Demas</td>
<td>x-4267</td>
<td>645-7584</td>
<td>507-581-6023</td>
</tr>
<tr>
<td>Jennifer Edwins</td>
<td>x-4259</td>
<td>645-9653</td>
<td>507-649-0370</td>
</tr>
<tr>
<td>Carol Eyler</td>
<td>x-4268</td>
<td>664-9547</td>
<td>612-978-6649</td>
</tr>
<tr>
<td>Kathy Tezla</td>
<td>x-5447</td>
<td>650-9877</td>
<td>507-649-1825</td>
</tr>
<tr>
<td>Terry Kissner</td>
<td>x-5553</td>
<td>507-789-6534</td>
<td>507-330-3869</td>
</tr>
<tr>
<td>Eric Hinsdale</td>
<td>x-4265</td>
<td>612-827-1625</td>
<td>952-292-6976</td>
</tr>
<tr>
<td>Kristi Wermager</td>
<td>x-4273</td>
<td>663-0809</td>
<td>507-581-1166</td>
</tr>
<tr>
<td>Merry Hoekstra</td>
<td>x-4261</td>
<td>663-0510</td>
<td>507-301-8953</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other People to Contact:</th>
<th>Work #</th>
<th>Home #</th>
<th>Cell #</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>College Archivist</strong> – <em>(Eric Hillemann must be contacted if there is a problem in Archives)</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eric Hillemann</td>
<td>x-4270</td>
<td>663-8951</td>
<td>507-581-2374</td>
</tr>
</tbody>
</table>

| Custodial Staff (daytime numbers) | |           |
|-----------------------------------|--------|
| Custodial Services                | x-4092 |

| **Web Communications and Development** | |           |
|----------------------------------------|--------|
| Jaye Lawrence                          | x-4438 | 651-452-5345 | 612-382-2371 |
ERRP Team Member Responsibilities

Sam Demas, College Librarian
- Oversees the response effort; liaison with College administration
- Deals with issues of insurance and expenditures for recovery
- Handles police, fire and public relations issues

Jennifer Edwins, Assistant to the College Librarian and ERRP Team Leader for Response
- Assists College Librarian, particularly with public relations and liaison with administration and authorities
- Responsible for implementing evacuations when necessary
- Maintains key access
- Photographic recorder
- Assists in directing salvage activities in stacks
- Supervises cleanup and recovery of stack areas
- Supervises reshelving after a disaster
- Coordinates removal of artwork from library

Kathy Tezla and Kristi Wermager, Collection Administrators
- With ERRP Team Leaders, oversee salvage and recovery effort (kw)
- Make decisions about salvage priorities and procedures based on collection development guidelines (kt and kw)
- Responsible for coordinating decisions regarding reformatting issues (kt and kw)
- Oversee salvage and recovery in the Government Documents area (kt)
- Oversee salvage and recovery in the Special Collections area (kw)
- Assesses the magnitude of damage (kt)

Terry Kissner, ERRP Team Leader for Recovery
- With Collections Administrators, oversees salvage and recovery effort
- Coordinates team efforts and assigns responsibilities
- Responsible for creation and maintenance of photographic records and serves as information center
- Oversees equipment and supplies
- Maintains information files of disaster recovery and salvage materials
- Responsible for maintaining a current list of supplies as well as a current list of sources and services available (Appendix G and H)
- Advises Collection Administrators in procedures, reformatting issues, and salvage and recovery in the Special Collections area
- Responsible for ongoing updating of ERRP
Eric Hinsdale, Systems
- Responsible for decisions regarding library computer systems and hardware including Bridge and library Web server

Carol Eyler, Cataloger and Registrar
- Responsible for inventory control during recovery
- Supervises the packing and marking of boxes of items being sent out for salvage
- Keeps track of salvaged and discarded items
- Oversees processing of salvaged items as they are returned to the collection
- Advises Collection Administrators on reformatting issues
- Maintains Bridge back-up off site

Merry Hoekstra, Building Coordinator
- Acts as contact with Security and Physical Plant
- Assists College Librarian
- Maintains key access
- Informs staff about building maintenance projects
- Follows up on building incidents

Library Staff
- Assists ERRP Team Leaders in implementing response, salvage and recovery
- Report all incidents (critters, plumbing, leaks, etc.) to Merry

Custodial Staff
- Assists ERRP Team Leader in salvage and recovery
- Report building incidents to Merry Hoekstra
Elevator Operation

If someone is stuck in the elevator:
Call Security x4444. The electricians will need to come to the Library and manually open the door in order to release trapped individual/s.

If there’s a fire:
Signage posted states that “In case of fire do not use elevator, use stairs.”

If someone on first, second, or third floor needs assistance and the elevator is shut down:
Call Security x4444.

During a power outage:
You can’t use the elevator without power because it won't respond. There is no emergency power source for the library’s elevator.

Home floor of elevator:
There is no "home floor" or alternate home floor for the elevator with the existing fire alarm/elevator control setup. That is, in case of fire, the elevator will not automatically go to the home floor and stay there.
Evacuation Procedures (e.g. fire, power outage, bomb threat)

1. Remain calm.

2. Loan Services staff calls Security x-4444 and gives name, location, and the nature of the emergency.

3. Loan Services Supervisor announces on the Public Address System, “Please evacuate the Library immediately through the nearest exit. Do not reenter the building until permission has been given.” Repeat. “Please evacuate the building immediately.”

4. Loan Services staff suspends all circulation business. No check outs.

5. Security will take responsibility for making sure the building is cleared and assist physically challenged persons to safety.

6. Patrons exit the building using stairs – do not use elevator - and proceed to the nearest emergency exit. (See p.8 for additional information about elevator operation.)

7. If emergency lighting is not adequate, flashlights are stored in each library department, in staff members’ top desk drawers, at the circulation desk, and in the staff room. (Batteries are scheduled to be replaced during Winter Break, 2009.)

8. Library staff should gather in front of Laird Hall so Library entrance remains clear for emergency personnel and vehicles.

9. No one should re-enter the building until an "all clear" has been given by Security.
Fire

1. Call Security x-4444. Inform Security about location and nature of fire. All reports of smoke and burning odors must be investigated.

2. Use a fire extinguisher if the fire is small. Do not jeopardize your personal safety. (See maps Appendix C for location of extinguishers.)

3. Pull fire alarm, if not sounding, and evacuate the area if you are unable to put out the fire. Close doors and windows behind you to confine the fire.

4. When fire alarm goes off, Loan Services Supervisor announces on the Public Address System, “This is a fire alarm. Please evacuate the building immediately through the nearest fire exit. Do not use the elevator. Do not reenter the building until permission has been given.” Repeat. “This is a fire alarm. Please evacuate the building immediately.”

Do Not:
- call the Fire Department yourself.
- allow the fire to come between you and the exit.
- break windows - oxygen feeds a fire.
- open hot doors.
- use elevator.
- save possessions at the risk of personal injury.
- return to the emergency area until instructed to do so by Security.
Flooding and Water Damage

1. Call Security x4444. Tell them the exact location and severity of the leak.

2. Notify an ERRP Team member.

3. Do not enter flooded area until permission has been given by a security officer. Wet floors may present the danger of electrical shock or contain contaminants such as sewage.

4. As soon as permitted, protect books and other materials in jeopardy by covering shelf ranges with plastic sheeting or moving the items to a dry location if possible.

**ERRP Team members:**

*Do:*
- Shut off source of water if possible and safe to do so.
- Place bucket or waste basket under leak/s if possible.
- Take photographs of the damaged area with disposable camera (located in Room 417 metal cabinet).
- Remove water with a wet vacuum or mop if possible (wet vac is located in Room 234, Mechanical Room).
- Consult the chart in Appendix F for Salvage at a Glance.
- Separate damp or only wet-around-the-edges books from the fully soaked and coated-paper.
- Contact Facilities to lower heat, circulate air, use fans, dehumidifiers, bring in outside air, adjust air conditioning, etc.
- Consult the “Packing Do’s and Don’ts” information sheet (in Emergency Supplies Cabinet, Room 417) before packing up books for salvage.

*Do Not:*
- Stack books or papers in piles on the floor.
- Open wet books, exposing wet paper that tears easily.
- Rub surface of paper or books, even if soiled (mud can be brushed off when dry).
- Remove book covers, or remove folders.
- Disturb wet file boxes, prints, drawings or photographs.
- Separate pages or single sheets of paper unless supported by polyester film or fabric.
- Attempt to write on wet paper or books.
- Use staples, paper clips, or adhesives of any kind on wet paper.
Informing the Media

Do not talk to any member of the media, not even to answer yes or no questions. Refer all media requests for information to Associate Vice President for External Relations, Joe Hargis x-4327.
Medical Emergency

1. If emergency is life-threatening call 9,911. Then call Security immediately to tell them you called 911.

2. For all other emergencies call Security x-4444, not 9,911.

3. Security will render the minimum first aid necessary, and decide what additional treatment is required (call Fire Department, paramedics, ambulance, other).

4. Communicate quiet reassurances to the injured or ill person.

5. Be available to help Security with pertinent information for a medical report.

**Do not**

- render first aid yourself before Security personnel arrives unless you have formal first aid training.
- move a person who has fallen or appears to be in pain.
- discuss the cause or conditions of an accident/illness with the public.
- touch the injured or ill person unless you are wearing latex or polyethylene gloves. (Gloves are stored in the ERRP Supplies Cabinet, Room 417 and in First Aid kits.)

**You may**

- offer a compress from First Aid Kit to stop bleeding.
- give them a blanket from the ERRP Supplies Cabinet, Room 417
- provide information about the incident only to Security.

First Aid Kit Locations

- Archives
- Circulation Desk
- Collection Development/Preservation
- Reference Desk - drawer
Power Outage – General Information

The College has an emergency generator that provides power to the alarm system and emergency lighting to the front lobby, Circulation desk, stairwells, corridors, and exit signs. Each staff member has a flashlight in his or her desk drawer. (Batteries are scheduled to be replaced during Winter Break, 2009.)

1. Loan Services Supervisor calls Facilities at x-4133 or Security x-4444 for information.

2. Loan Services staff checks elevator at 4th level to make sure no one is inside. If someone is in elevator, call Security x-4444. (See p. 8 for additional information about elevator operation.)

3. If an official decision is made to close the Library, Loan Services Supervisor will announce on the Public Address System, “The Library is closing because of the power outage. Please gather your belongings and leave the building immediately. Thank you.” Designated staff will walk through all levels of the building with flashlights escorting library patrons to the front exit.
Power Outage – Bridge (INNOPAC), the Carleton Library on-line catalog - Information

When power goes out, Bridge shuts itself down. Notify Carol Eyler, x-4268, of any power outage or Bridge downtime.

When power comes back on, Loan Services staff should contact one of the following people, in the following order, to bring Bridge back up:

<table>
<thead>
<tr>
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<tr>
<td>1. Eric Hinsdale</td>
<td>x-4265</td>
<td>612-827-1625</td>
<td>952-292-6976</td>
</tr>
<tr>
<td>2. Carol Eyler</td>
<td>x-4268</td>
<td>664-9547</td>
<td>612-978-6649</td>
</tr>
<tr>
<td>3. Jennifer Edwins</td>
<td>x-4259</td>
<td>645-9653</td>
<td>507-649-0370</td>
</tr>
</tbody>
</table>

Network Outage – Steps to follow if you suspect the Network is not working (Internet, E-mail, Millennium, Bridge, etc.)

1. Surf the web. Try the Carleton home page, and then try a page not related to the College. (google.com, microsoft.com, etc.)
2. Check E-mail. Log-in to Mulberry, or WebMail.
3. Check Millennium. Does it respond to mouse clicks? Will it let you perform typical operations?
4. Check Bridge. Telnet into Bridge, and try to perform some basic tasks.
5. Ask someone else to try the above four things at a different (a lab computer, or a Reference computer if you initially tried a Circ machine and vice-versa if you started one of them first) computer.
6. If nothing above is functional, call the following numbers, in the following order:

Monday to Friday 8am to 5 pm: call Eric Hinsdale x4265

Weekday nights, Saturday and Sunday:

<table>
<thead>
<tr>
<th>Numbers to Call</th>
<th>Work #</th>
<th>Home #</th>
<th>Cell #</th>
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<tbody>
<tr>
<td>1. Sys/Net Pager</td>
<td>507-291-0901</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Eric Hinsdale</td>
<td>x-4265</td>
<td>612-827-1625</td>
<td>612-205-0068</td>
</tr>
<tr>
<td>3. Carol Eyler</td>
<td>x-4268</td>
<td>664-9547</td>
<td>612-978-6649</td>
</tr>
<tr>
<td>4. Jennifer Edwins</td>
<td>x-4259</td>
<td>645-9653</td>
<td>507-649-0370</td>
</tr>
</tbody>
</table>
Severe Weather (Thunderstorms, Tornado, Wind)

1. Monitor weather conditions by using storm information sources:
   • Security x-4444
   • switchboard - 0
   • weather alert radio, Room 417 (for warning push the weather button on radio)
   • civil defense sirens
   • personal observation
   • tune radio to KYMN 1080 AM (Northfield station)
   • weather websites
     - Channel 4000 [http://www.channel4000.com/weather/](http://www.channel4000.com/weather/)
     - Carleton College Weather Database [http://weather.carleton.edu/](http://weather.carleton.edu/)

2. Loan Services staff informs patrons of storm warning and seeks shelter when Civil Defense sirens sound.
   a. Loan Services Supervisor announces on the Public Address System,
      “Attention please. A tornado has been sighted in the area. Please proceed to the lowest levels of the Library. Do not use the elevator. Repeat. This is an official tornado warning. Do not leave the building. Stay away from the windows. Please proceed to the lowest levels of the library.”
   b. Ask patrons to move to designated storm shelter areas on 1\textsuperscript{st}, 2\textsuperscript{nd}, or 3\textsuperscript{rd} levels avoiding exterior walls and glass. (See maps in Appendix C.)
   c. Assist physically challenged persons to safety.
   d. Suspend all circulation business. No check outs.

3. Do not use the elevator.

4. Use the telephones in stairwells for emergency purposes only. The numbers are: Level 1, x7604; Level 2, x7627, and Level 3, x7628.

5. Loan Services staff verifies “all clear” by radio, or by calling Security x-4444 or the campus switchboard “0.” Loan Services Supervisor announces on the Public Address System, “The National Weather Service has issued the all clear signal. The tornado warning is no longer in effect. You may return to other parts of the building.”

If a tornado strikes:
   a. Search of building will be conducted by Security.
   b. First Aid will be administered as necessary.
   c. Security will direct emergency response personnel to casualties.
Thefts, Harassment, Unruly Behavior, etc.

1. Call Security at x-4444 to report an incident.

2. Ask presumed victim to remain until Security personnel responds.

3. Keep an eye on the alleged perpetrator so that you can give Security a physical description and a general idea of his or her whereabouts.

4. Do not confront or try to engage with someone who seems threatening.