AMHERST PUBLIC LIBRARY DISASTER PLAN

Institution: **Amherst Public Library**
4 branches: Honorable Shirley Chisholm Library, Clearfield Library, Eggertsville-Snyder Library, Williamsville Library

Amherst Public Libraries

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Statement of Policy

This policy applies to the Amherst Public Libraries, comprised of the:
Honorable Shirley Chisholm Library, 350 John James Audubon Pkwy., Amherst, NY 14228
Clearfield Library, 770 Hopkins Rd., Williamsville, NY 14221
Eggertsville-Snyder Library, 4622 Main St., Snyder, NY 14226
Williamsville Library, 5571 Main St., Williamsville, NY 14221

The Amherst Public Library (APL) recognizes that emergencies and disasters may occur as a result of natural events, fire, facility damage, or other incidents, including those caused by external forces. APL maintains a disaster plan to provide guidance for responding to such events and to support the safety of individuals, the protection of Library property and resources, and the continuity of Library operations to the extent possible.

In the event of an incident requiring a coordinated response, the Disaster Plan and internal Emergency Procedures will help to guide appropriate actions and coordinate the response in accordance with the circumstances.

APL will maintain its Disaster Plan and review it periodically to support organizational preparedness and the Library's ongoing commitment to serving the community.

IMMEDIATE EMERGENCY RESPONSE

- Assess your own safety and act accordingly.
- Elicit help from a co-worker or another person in the area.
- Act to protect lives, then physical property.

MAKE THE FOLLOWING PHONE CALLS based on the type of emergency:

TYPE OF EMERGENCY:	WHO TO CALL:
Fire	**911**
Medical Emergency/People Hurt	**911**
Water / Electrical / Gas Emergency	**Erie County Water Authority** **(Water Main Breaks)** Monday-Friday 8 AM - 5 PM: (716) 849-8444

	After 5 PM and Weekends: (716) 684-0900 **Storm Water/Sewer** Storm Sewers: (716) 631-7117 Sanitary Backups - Normal Work Days & Hours: (716) 631-7157 Sanitary Backups - After Hours & Weekends: (716) 691-9771 ext. 8015 **National Grid** Report Power Outage: 1-800-867-5222 **National Fuel (Gas Emergency):** 1-800-444-3130
Building or Equipment Damage	Town of Amherst Facilities; Amherst Public Library Director; Amherst Police if intentional or vehicle related (716) 689-1311
Collection Damage	Amherst Public Library Director; Librarian in Charge at branch
Computer Damage	Amherst Public Library Director; B&ECPL Information Technology Help Desk; Amherst Police for intentional damage (716) 689-1311
Grounds/Parking Lot Damage	Town of Amherst Highway Department (downed tree limbs/debris), Facilities/Building Department (grounds repair),

ALL EMERGENCIES: REPORTING	**WHO TO CALL:**
All emergencies *during* working hours	Librarian in Charge at branch; Amherst Public Library Director
All emergencies *after* working hours	Amherst Public Library Director or designee if unavailable

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Emergency Team

Disaster Team Leader: Amherst Public Library Director

Building Maintenance: Town of Amherst Building/Facilities & Library Caretakers

Parking Lot/Exterior Grounds: Town of Amherst Highway Department

Collection & Records: Amherst Public Library Director and Buffalo & Erie County Public Library

Disaster Team:

1. Amherst Public Library Director
2. Town of Amherst Building/Facilities Department
3. Town of Amherst Emergency Services
4. Town of Amherst Highway Department
5. Library Caretakers
6. Full-time staff and part-time where needed
7. Amherst Public Library Board of Trustees
8. Buffalo & Erie County Public Library (B&ECPL)

See *Appendix* for additional instructions with regard to library records.

Facilities: Locations of Emergency Systems

Building: Honorable Shirley Chisholm Library, 350 John James Audubon Parkway, Amherst, NY 14228

A. Main Utilities

1. Main water shut-off valve: Boiler Room adjacent to maintenance area
2. Fire Sprinkler shut-off valve: Boiler Room adjacent to maintenance area
3. Main electrical & HVAC cut-off switch: Outside panel with padlock, adjacent left to shipping doors
4. Main gas shut-off: Outside, adjacent right to shipping doors, near the dumpsters
5. Heating/cooling system controls: Roof access to RTUs in maintenance closet via attached ladder between men's and women's public bathrooms, online Building Management System

   Floor heating shut off for children's area & Director office: ceiling of children's area, between the two large windows facing the Senior Center, above computers toward the left by small blue sticker

B. Fire Suppression Systems (by room or area)

1. Fire extinguishers – 11
   Behind circulation desk; Staff break room; Maintenance area; Emergency exit door; Center column; Glass emergency exit door; Storage room; Hall to restrooms; Community Room; Emergency exit door; Staff entrance
   Inspected annually by Town vendor
   Type ABC – combination (wood, paper, combustibles, gasoline, flammable liquid, electrical)
2. Fire Sprinklers – 1 wet system
3. Smoke/Heat/Carbon Monoxide Detectors – 26 AV speaker/strobe(s), 8 strobes, 9 Carbon Monoxide detectors, 14 Duct detectors, 3 Smoke detectors, 1 Heat detector, 1 Combo detector
4. Fire Alarm Pull Boxes – 7 pull stations

C. Keys

Exterior Knox Box
Individuals with master and/or special keys – must be requested from APL Director

D. First Aid Kits

Located in workroom behind main circulation desk and also in workroom behind reference desk

E. Public Address System

Access via phone system

F. AED

2 wall units – Behind circulation desk; children's area by single stall bathrooms

G. Security Cameras

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1 viewing-only monitor at Reference desk, 12 cameras (10 indoor, 2 outdoor)

Facilities: Locations of Emergency Systems

Building: Clearfield Library, 770 Hopkins Road, Williamsville, New York 14221

A. Main Utilities

1. Main water shut-off valve: Located in basement under front door, basement access via break room
2. Main electrical cut-off switch: Back delivery area adjacent to shipping door and break room
3. Main gas shut-off: Outside, back of building by staff doors and dumpsters
4. Heating/cooling system controls: Boiler room, on wall adjacent to break room entrance

B. Fire Suppression Systems

1. Fire extinguishers – 4
   Hallway by public bathrooms; Circulation desk; Back staff area
   Inspected annually by Town vendor
   Type ABC – combination (wood, paper, combustibles, gasoline, flammable liquid, electrical)
2. Smoke/Heat Detectors – 11 heat detectors, 5 smoke detectors, 3 horn-strobes

C. Keys

Exterior Knox Box
Individuals with master and/or special keys – available on request from APL Director

D. First Aid Kits

Located in staff workroom behind circulation desk and staff break area

E. Public Address System

Accessed via phone system

F. AED

1 wall unit – behind circulation desk, adjacent to Study Room door

G. Security Cameras

4 indoor, 1 outdoor

Facilities: Locations of Emergency Systems

Building: Eggertsville-Snyder Library, 4622 Main Street, Snyder, New York 14226

A. Main Utilities

1. Main water shut-off valve: Maintenance room, behind hot water tank to the right
   ECWA main shut off near Main Street
2. Main electrical cut-off switch: Maintenance room, bottom center in large panel
3. Main gas shut-off: Outside, in front of Main Street facing entrance
4. Heating/cooling system controls: Maintenance room, large panel – top left breaker

B. Fire Suppression Systems

1. Fire extinguishers – 4
   Main entrance hall; Staff back break room; Circulation/Reference Desk; Maintenance area
   Inspected annually by Town vendor
   Type ABC – combination (wood, paper, combustibles, gasoline, flammable liquid, electrical)
2. Smoke/Heat Detectors – 9 heat detectors, 2 smoke detectors, 2 horn-strobes

C. Keys

Exterior Knox Box
Individuals with master and/or special keys – available on request from APL Director

D. First Aid Kits

Staff workroom behind circulation & reference desk and break room

E. Public Address System

Via phone system

F. AED

1 wall unit – adjacent to reference desk

G. Security Cameras

1 wall unit – adjacent to reference desk

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Facilities: Locations of Emergency Systems

Building: Williamsville Library, 5571 Main Street, Williamsville, New York 14221

A. Main Utilities

1. Main water shut-off valve: Meeting room closet
2. Main electrical cut-off switch: Maintenance office to the left (to the right of HVAC)
3. Main gas shut-off: Outside, in front of Main Street facing entrance
4. Heating/cooling system controls: Maintenance office to the left

B. Fire Suppression Systems

1. Fire extinguishers – 4
   Entrance hallway; Front window; Door to back staff area; Rear hall between break area and maintenance room
   Inspected annually by Town vendor
   Type ABC – combination (wood, paper, combustibles, gasoline, flammable liquid, electrical)
2. Smoke/Heat/CO2 Detectors – 2 horn-strobes, 6 heat detectors, 2 smoke detectors

C. Keys

Exterior Knox Box
Individuals with master and/or special keys – available on request from APL Director

D. First Aid Kits

Staff workroom behind circulation desk and break room

E. Public Address System

Via phone system

F. AED

1 wall unit – outside staff breakroom door

Responsibilities for Collections Disaster Response & Recovery

Emergency Services

Ambulance: 911

Fire Dept.: 911
Amherst Central Fire Alarm Office - (716) 689-1212

Police: 911
Amherst Police - (716) 689-1311

Security Monitoring: Based on Town Vendor, phone number by Alarm Panels

Town of Amherst Emergency Services & Safety: (716) 631-7122, 8:00 AM-4:00 PM (Mon-Fri)

Red Cross Western New York (Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans and Wyoming Counties): 716-886-7500
Get Help With: temporary sheltering/housing, mental health assistance, financial assistance, health services. 24 hour line: 1-800-733-2767

Erie County Employee Assistance Program (EAP): Child & Family Services
Short-term Counseling, coaching, crisis response, and 24/7 in-the-moment support from licensed professionals. 716-681-4300 eap.cfsbny.org

Poison Control: 1-800-222-1222

Nearest Hospital: Millard Fillmore Suburban
https://www.millardfillmoresuburban.org/ (716) 568-3600

Nearest Pediatric Hospital: Golisano Children's Hospital of Buffalo
https://www.ochbuffalo.org/ (716) 323-2000

Maintenance/Utilities

Electric: National Grid
Report Power Outage: 1-800-867-5222
https://www.nationalgridus.com/Upstate-NY-Home/Outage-Central/Outage-Map
General Customer Service: 1-800-642-4272

Gas: National Fuel (Gas Emergency): 1-800-444-3130

Parking Lot Issues: Town of Amherst Highway Department
(716) 631-7117

Pest Control: Amherst Exterminators (based on Town vendor contract)
716-908-2475

Refuse/Waste: Modern Disposal 716-754-8226 (based on Town vendor contract)

Storm Water/Sewer: Town of Amherst Engineering Department, Sewer Maintenance Division
Storm Sewers: (716) 631-7117
Sanitary Backups - Normal Work Days & Hours: (716) 631-7157
Sanitary Backups - After Hours & Weekends: (716) 691-9771 ext. 8015

Water: Erie County Water Authority (ECWA) - Water Main Break
Monday-Friday 8 AM - 5 PM: (716) 849-8444
After 5 PM and Weekends: (716) 684-0900

Recovery Assistance

Preservation Resource & Recovery Networks:

Northeast Document Conservation Center (NEDCC)
24/7 Collections Emergency Hotline: 1-855-245-8303
NEDCC staff members are available 24/7 to provide telephone advice to institutions and individuals handling collection-related disasters. Information provided includes advice on drying wet collections and dealing with damage from fire, pests, and mold. This service does not include on-site assistance.

Preservation Resource: National Heritage Responders: 1-202-661-8068
The American Institute for Conservation's National Heritage Responders (NHR) is a highly skilled team of conservators and other collections care professionals with expertise in emergency response. NHR members provide advice and on-site response to institutions via the hotline number listed above. All assistance provided by the NHR is free.

Disaster Recovery Services:

Reputable companies experienced in salvaging buildings and collections (e.g., drying and cleaning buildings, wet books, documents, computer data, microfilm, and audio/video) for cultural institutions, as referenced by the Central NY Library Resources Council:

American Freeze-Dry Operations, Inc.
1722 Hurffville Road, Bldg. 2A
Five Points Business Center
Sewell, NJ 08080
Telephone: Office: (866) 939-8160 Emergency:609-450-0510 or 856-904-4227
Website: http://www.americanfreezedry.com/process.htm
Processes that are available: Freeze Drying; Thermal Drying; Vacuum Drying; or Forced Dry Air Drying. Rehumidify documents on airing tables. Deodorize or treat with Ozone to eliminate odor. Clean mud and debris from documents and trimmed burned edges, if necessary. Prepare for storage or reproduction.

Document Reprocessors
40 Railroad Ave.
Rushville, NY 14544
Telephone: (585) 554-4500
Toll Free: (800) 437-9464
URL: http://www.documentreprocessors.com
Vacuum freeze-drying, disaster recovery of computer media, microfiche and microfilm, books, business records. Uses vacuum freeze-drying to recover water damaged materials. The vacuum freeze-dry chamber has an 800-cubic-ft. capacity which translates to approximately 10,000 volumes. The rate for freeze-drying varies but is generally about $60 per cubic foot. Document Reprocessors also has a thermal freeze-drying process that employs heat and a cold trap. During the drying operation, materials cycle between from -40 to 60 degrees.

RestorationTechnologies, Inc.
3695 Prairie Lake Court
Aurora, IL 60504
Toll Free: (800) 421-9290
Fax: (708) 851-1774
Email: rti@restorationtechnologies.net
URL: http://www.restorationtechnologies.net/index.html
Offers a broad range of cleaning services, from cleaning and disinfecting heating ventilation and air conditioning systems (HVAC), to computer media. However their specialty is electronic equipment, including computers, printers, video tape recorders, cameras, etc.

Solex Environmental Systems
P.O. Box 460242
Houston, TX 77056
Toll Free: (800) 848-0484; 24-hr. hotline -- Telephone: (713) 963-8600
Disaster recovery, dehumidification, building drying services. Specialty is drying wet materials. Solex's cryogenic dehydration chamber can accommodate a 40-ft. trailer of materials. Solex also offers vacuum freeze-drying and additional services, such as dehumidification of large spaces. The vacuum freezer has a capacity of 1000 cubic feet (12,500 volumes) at $40 per cubic foot. The minimum job is 250 cubic feet.

Responsibilities for Collections Disaster Response & Recovery

Identify and list at least one person and an alternate for each responsibility. Sometimes a group or committee will bear responsibility.

Assessment & Documentation	**Name**
Assesses and estimates the type and extent of the damage.	Amherst Public Library Director in conjunction with the Town of Amherst and B&ECPL
Contacts insurance company or risk management and fills out required forms.	Amherst Public Library Director in conjunction with the Town of Amherst
Ensures proper documentation of damage (pictures, videos, etc.)	Amherst Public Library Director in conjunction with the Town of Amherst and B&ECPL
Reviews collections priorities list and confirms or adjusts it based upon damage assessment.	Amherst Public Library Director and B&ECPL
Estimates number of personnel needed to complete the work & how long recovery up will take.	Amherst Public Library Director in conjunction with the Town of Amherst
Evaluates & recommends if salvage can be done in house with staff, or if a consultant and/or disaster recovery service is needed.	Amherst Public Library Director in conjunction with the Town of Amherst and B&ECPL
Identifies locations for storing materials out of building if a commercial disaster recovery service is not used.	Amherst Public Library Director in conjunction with the Town of Amherst and B&ECPL
Formulates logistics for packing out and moving materials from the building if a commercial disaster recovery service is not used.	Amherst Public Library Director in conjunction with the Town of Amherst

Records all major decisions and a chronology of events.	Amherst Public Library Director in conjunction with the Town of Amherst and B&ECPL

Communications	
Handles all public relations & the media.	Amherst Public Library Director in conjunction with the Town of Amherst and B&ECPL
Provides communication with workers.	Amherst Public Library Director
Interacts with the organization to which the Library reports.	Amherst Public Library Director

Security	**Name & Contact Information**
Secures and protects the building's contents.	Amherst Public Library Director in conjunction with the Town of Amherst and First Responders
Financial Issues	
Tracks the monetary impact of all decisions.	Amherst Public Library Director in conjunction with the Town of Amherst and B&ECPL
Arranges for funds necessary to buy supplies, equipment, food, etc. and to pay vendors	Amherst Public Library Director in conjunction with the Town of Amherst
Salvage Operations	
Deploys work teams.	Amherst Public Library Director in conjunction with the Town of Amherst
Supervises work teams in proper packing and personal safety.	Amherst Public Library Director in conjunction with the Town of Amherst
Keeps inventory control of items being removed or discarded.	Amherst Public Library Director in conjunction with the Town of Amherst and B&ECPL
Supplies and Equipment	
Responsible for ordering, delivery and dispersal of sufficient quantities of the appropriate materials for packing out.	Amherst Public Library Director in conjunction with the Town of Amherst
Responsible for ordering, delivery and dispersal of sufficient quantities of food, water and other comfort items for the workers.	Amherst Public Library Director in conjunction with the Town of Amherst
Building Issues	

All issues leading up to the eventual restoration of the building to normal.	Amherst Public Library Director in conjunction with the Town of Amherst and B&ECPL
Identification of locations for response and salvage activities.	Amherst Public Library Director in conjunction with the Town of Amherst
Personnel Issues	
Provides communications with staff.	Amherst Public Library Director
Responsible for union issues.	Amherst Public Library Director in conjunction with the Town of Amherst and B&ECPL
Handles health, safety and comfort (physical and emotional) concerns.	Amherst Public Library Director in conjunction with the Town of Amherst, B&ECPL and Erie County Employee Assistance Program (EAP)
Coordinates and monitors the use of volunteers.	Amherst Public Library Director in conjunction with the Town of Amherst and B&ECPL

Collection & Document Salvage Priorities

1. Salvage Priorities – Collections
Amherst Public Library Board Meeting Minutes and Reports (not available electronically), Director Office, Hon. Shirley Chisholm Library
Amherst Public Library Employee Records (Pre-Centralized Human Resources), Maintenance area – upper level and Senior Clerk Office, Hon. Shirley Chisholm Library
Amherst Public Library Financial Documents – Senior Clerk Office, Hon. Shirley Chisholm Library
Money safe(s) - Each library location: Hon. Shirley Chisholm Library (3), Clearfield, Eggertsville-Snyder Library and Williamsville Library (1 each)

See **Appendix** for information regarding additional Library Records Management priorities.

Unsalvageable Materials

The environment must be stabilized to prevent the growth of mold. Ideal conditions for a recovery operation are 65 degrees and 50% humidity. Materials soaked, burned, contaminated, or otherwise damaged beyond repair must be removed. In the case of books, it will be necessary to note titles or other available identifying matter in order to search for availability, replacement or withdrawal (including removal from OCLC in the case of cataloged items)

Local Emergency Mitigation

Fire & Flood Co.
https://www.fireandfloodco.com/ (716) 321-5681
Discreet, compassionate cleanup for unattended deaths, crime scenes, and biohazards; mold & odor remediation; air quality restoration; Structural fire damage, smoke and soot removal; extraction & full structural drying

Paul Davis Restoration, Inc.
https://buffalo.pauldavis.com/ 716-403-8375
Water extraction; drying; sanitization & deodorization; ash & debris removal; air purification; emergency board-ups; large loss claims; mold remediation; smoke abatement

Rapid Dry Restoration and Insulation, Inc.
https://www.rapiddryservices.com/ 1-855-506-8833
Toxic waste removal; drying & dehumidification; mold removal; carpet & upholstery cleaning; ductwork cleaning & repairs; removal of moisture-damaged materials; fire & smoke damage restoration; odor removal

SERVPRO of Central Buffalo (716) 412-0246
https://www.servpro.com/locations/ny/servpro-of-central-buffalo
Fire, smoke or soot damage cleanup & restoration; odor inspection & removal; mold removal &

remediation; content pack out & storage; roof tarp & board up; carpet & upholstery cleaning; HVAC/air duct cleaning; specialty cleaning

Collection Salvage Supplies

Basic response supplies that should be immediately accessible.

__ Boxes

__ Broom & Dust Pan

__ Book Carts, metal

__ Caution Tape/Cones

__ Cleaning Disinfectants

__ Dehumidifiers

__ Duct Tape

__ Extension Cords, Grounded

__ Flashlights

__ Gloves, nitrile

__ Hand Truck/Dollies for box transport

__ Masks/PPE

__ Mops/Pails/Buckets

__ Note pads, Pens, Markers

__ Packing tape with dispensers

__ Paper Towels

__ Plastic sheeting

__ Portable Fans

__ Safety Glasses

__ Shovels

__ Sponges

__ Tables, portable

__ Trash bags/Liners, plastic

__ Trash cans, plastic

__ Vacuum, wet

__ Water hoses

Additional items can be purchased from **Ed Young's Ace Hardware** locations under the Town of Amherst accounts by library caretakers & Director, in addition to **Home Depot** with Town account cards by select library caretakers & Director. Amherst Public Library Director can also make purchases as needed per the Amherst Public Library Credit Card Policy.

Staff Emergency Procedures

Employee Evacuation Procedure

In advance, each staff person and volunteer should:

1. Recognize the sound and lights of the evacuation alarm.

2. Know at least two ways out of the building from your regular workspace.

When you hear/see the evacuation alarm or are told to evacuate the building:

1. Remain calm.

2. Immediately shut down any hazardous operations.

3. Leave quickly.

4. The highest-ranking person who is physically present in each library branch is responsible for insuring all members of their library evacuate the area. In addition, employees should check that all others in the workspace are leaving as instructed.

5. As you exit, quickly check nearby rest rooms, meeting rooms, maintenance areas, etc.

6. If able, accompany and help handicapped personnel, visitors, and any co-workers who appear to need direction or assistance.

7. Take with you: your keys, cell phone, bag, jacket, etc. Do not attempt to take large or heavy objects.

8. Shut all doors behind you as you go. Closed doors can slow the spread of fire, smoke, and water.

9. Proceed as quickly as possible, but in an orderly manner. Do not push or shove.

10. Once out of the building, move away from the structure and meet at pre-arranged location for a head count.

Medical Emergencies: Staff

If a staff member or volunteer is seriously ill or injured:

1. Notify your supervisor immediately.

2. If able, render the minimum first aid necessary (call 911, Fire Department, police, ambulance, other).

3. Do not attempt to move a person who has fallen and who appears to be in pain.

4. Avoid unnecessary conversation with or about the ill or injured person. You might add to the person's distress or fears, increasing the risk of medical shock. Limit your conversation to quiet reassurances.

5. After the person has been taken care of and the incident is over, remain available to help the supervisor with pertinent information for an accident/incident report to be sent to B&ECPL Human Resources within 24 hours.

Medical Emergencies: Visitor

When an employee or volunteer observes a visitor who appears to be ill or injured:

1. Notify your supervisor immediately.

2. If able, render the minimum first aid necessary (call 911, Fire Department, police, ambulance, other).

3. Do not attempt to move a person who has fallen and who appears to be in pain.

4. Avoid unnecessary conversation with or about the ill or injured person or members of their party. You might add to the person's distress or fears, increasing the risk of medical shock. Limit your conversation to quiet reassurances.

5. Do not discuss the possible causes of an accident or any conditions that may have contributed to the cause.

6. Under no circumstances should an employee or volunteer discuss any insurance information with members of the public.

7. After the person has been taken care of and the incident is over, remain available to help the supervisor with pertinent information for an accident/incident report.

Phone Threat, Written Threat, and Suspicious Object

If you receive a **telephone threat**:

1. Remain calm.

2. Listen carefully. Be polite. Try to keep the caller talking so you can gather more information.

3. If possible, signal a colleague to inform in-charge staff member for you or call as soon as the caller hangs up.

4. Call the police.

5. Promptly complete a telephone threat report, writing down as many details as you can remember. This information will be needed by security and police interviewers.

6. Do not discuss the threat with patrons.

7. If evacuation is ordered, go to a designated area.

If you receive a **written threat** or a **suspicious package** or if you find a **suspicious object** anywhere on the premises:

1. Keep anyone from handling it or going near it.

2. Notify your supervisor immediately.

3. Call the police.

4. Promptly write down everything you can remember about receiving the letter or package, or finding the object. This information will be needed by security and police interviewers.

5. Remain calm. Do not discuss the threat with patrons.

6. If evacuation is ordered, go to a designated area.

Violent Situation

Should you encounter a violent or potentially violent situation:

- Avoid or discreetly remove yourself from the area where the confrontation is occurring
- Inform your supervisor
- Call Amherst Police Dept. at 716-689-1311 or 911 if the threat appears urgent
- The Librarian in charge must notify the Library Director.

Active Shooter

In the event of an active shooter situation, one of the following actions is recommended:

- EVACUATE (RUN)
  - Identify nearest exits
  - Have an escape route and plan in mind
  - Leave your belongings behind
  - Keep your hands visible

- HIDE
  - Hide in an area out of the shooter's view
  - Block entry to your hiding place and lock the door; once locked do not let anyone in
  - Turn off the lights
  - Silence your cell phone
  - Call 911 as quietly as possible

- TAKE ACTION (FIGHT)
  - Use this as a last resort and only when your life is in imminent danger
  - Find something to distract/use as an item of physical aggression against the shooter

When law enforcement arrives:

- Remain calm and follow instructions
- Put down any items in your hand (items of last resort &/or personal items)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements towards officers
- Avoid pointing, screaming or yelling
- Do not stop to ask responding officers for help or direction while evacuating

Information you should provide to law enforcement or the 911 operator:

- Location of the active shooter
- Number of shooters
- Physical description of shooters

- Number & type of weapons (if known)
- Number of potential victims at the location

Fire

If a fire occurs in your area:

1. Remain calm.

2. Call 911 which will dispatch the Fire Department.

3. If the fire is small, attempt to put it out with a fire extinguisher. Do not jeopardize your personal safety.

5. Never allow the fire to come between you and an exit.

6. Disconnect electrical equipment that is on fire if it is safe to do so (pull the plug or throw the circuit breaker).

7. Notify your supervisor of the location and extent of the fire.

8. Evacuate your area if you are unable to put out the fire. Close doors and windows behind you to confine the fire. Go to a designated evacuation area.

9. Do not break windows. Oxygen feeds a fire.

10. Do not open hot doors. Before opening any door, touch near the top. If the door is hot or if smoke is visible, do not open the door.

11. Do not attempt to save possessions at the risk of personal injury.

12. Do not return to the area until cleared by emergency personnel.

All fires, no matter how small, must be reported to a supervisor.

Toxic Events, Chemical Spills and Fires

If a **chemical spill** occurs within the building:

1. If toxic chemicals come in contact with your skin, immediately flush the affected area with clear water. Use eye wash for eyes if needed for irritants, chemical splashes and/or foreign objects. Eye wash is located in primary maintenance area.

2. Notify your supervisor of the extent and location of the spill.

3. If there is any possible danger, evacuate your area.

If a **chemical fire** occurs within the building:

1. Remain calm.

2. Call 911 which will dispatch the Fire Department.

3. If the fire is small, attempt to put it out with a fire extinguisher. Do not jeopardize your personal safety.

5. Never allow the fire to come between you and an exit.

6. Notify your supervisor of the location and extent of the fire.

7. Evacuate your area if you are unable to put out the fire. Close doors and windows behind you to confine the fire. Go to a designated evacuation area.

8. Do not break windows. Oxygen feeds a fire.

9. Do not attempt to save possessions at the risk of personal injury.

10. Do not return to the area until cleared by emergency personnel.

All chemical spills and fires, no matter how small, must be reported to a supervisor.

In the event of a **toxic spill** outside of the building, most likely caused by a tanker truck accident:

1. Notify your supervisor immediately.

2. Call Police and Fire Departments, giving location of spill

3. Evacuate the building only if instructed to do so

Earthquakes

In the event of an earthquake:

1. Remain calm.

2. Stay in the building. Take shelter within a doorway, in a narrow corridor, or under a heavy table, desk or bench.

3. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment

4. "Drop, Cover, and Hold On":
   ▪ DROP to your hands and knees. This position protects you from being knocked down by the shaking.
   ▪ Take COVER under a sturdy desk or table. If there is no desk or table nearby, cover your face and head with your arms and crouch in an inside corner of the building.
   ▪ HOLD ON to your shelter until the shaking stops. If under a table, hold on with one hand and be ready to move with it. If not under a shelter, protect your head and neck with your arms.

After the earthquake has stopped:

1. Remain alert for aftershocks.

2. Listen to local radio stations for instructions.

3. Assist those who have been trapped or injured by falling debris, glass, etc. Do not move seriously injured persons unless they are in obvious, immediate danger (of fire, building collapse, etc.).

4. Evacuate the building if safe to do so. Do not re-enter until the building has been declared structurally sound.

5. Be aware of broken water pipes or shorting electrical circuits. Do not use a match, candle or lighter to find your way, since there may be flammable gas in the air. If able, shut off utilities at main valves or meter boxes. Turn off appliances.

6. Do not use the telephone, except in a real emergency. The lines should be kept free for emergency rescue operations.

7. Ensure that sewage lines are intact before running water or flushing toilets.

Weather Emergencies (Tornado, Thunderstorm, Snowstorm)

Monitoring Weather Alerts:

1. Staff will monitor weather alerts from reliable sources (e.g., NOAA Weather Radio, local news, weather apps).
2. The Library Director or designated staff will communicate weather warnings and updates to all staff and patrons.
3. Advanced closures will be communicated to staff via text message, phone call or email. Advanced closures will be communicated, if possible, to the public via signage on library doors, media outlets and our social media channels.

Tornado Watch:

o Staff will be placed on alert and monitor weather conditions closely.
o Patrons may be informed of the potential for severe weather.

Tornado Warning:

o Staff will immediately direct patrons to designated shelter areas.
o Designated shelter areas are:
▪ In a closet
▪ Staff restroom.
▪ Patron restrooms and book drop area.
o Staff and patrons will remain in shelter areas until the tornado warning is lifted.
o Stay away from windows and exterior doors.
o If possible, get under sturdy furniture.

Post-Tornado:

o The Library Director will communicate with emergency services and provide updates.
o When directed, staff will assess the building for damage and ensure it is safe to exit shelter areas.

Thunderstorm:

Severe Thunderstorm Warning (including lightning, high winds):

o Staff will advise patrons to stay away from windows and exterior doors.
o If lightning is severe, staff and patrons may be directed to designated shelter areas.
o Avoid using electronic devices connected to wall outlets.
o If high winds become dangerous, staff may move patrons to shelter locations.

Snowstorm:

• Pre-Storm Preparation:

o Staff will monitor weather forecasts and prepare for potential closures or early dismissal.

• During the Storm:

o Staff will assist with snow and ice removal to maintain safe access to a building entrance
o Patrons will be advised to exercise caution when entering and exiting the building.
o The Library Director or their designee will monitor travel conditions and make decisions

regarding early closing, or closure.

• Post-Storm:

o Amherst Highway Department: (716) 631-7117 to be contacted for parking lot snow and ice clearing
o Staff will facilitate snow and ice removal until a walkway path to a primary doorway is clear.
o Building will be assessed for damage to ensure it is safe for patrons and staff.

Explosion

1. Remain calm.
2. Be prepared for possible further explosions.
3. Crawl under a table or desk.
4. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.
5. Be guided by the administration. If evacuation is ordered, go to a designated evacuation area.
6. Do not move seriously injured persons unless they are in obvious, immediate danger (of fire, building collapse, etc.).
7. Open doors carefully. Watch for falling objects.
8. Do not use matches or lighters.
9. Avoid using telephones.
10. Do not spread rumors.

Power Outage

If a power outage occurs:

1. Remain calm.
2. Provide assistance to visitors and staff in your immediate area.
3. If you are in an unlighted area, proceed cautiously to an area that has emergency lights.
4. If instructed to evacuate, go to a designated evacuation area.

5. Secure the building from vandalism, intrusion, and fire.

    o Procedures for closing the library will be implemented if the power is not restored.

Pandemic/Health Emergency

Amherst Public Library (APL) will follow the local, state, and federal guidelines for pandemic, influenza, and other outbreaks. APL will make every effort to disseminate crucial information to the library community and beyond, via its webpage and such social media.

Flooding and Water Damage

If a water leak or flooding occurs in the building:

1. Remain calm.

2. Notify building maintenance and your supervisor. Give the exact location and severity of the leak. Indicate whether any part of the collections is involved or is in imminent danger.

3. Cordon off the area with caution tape/cones/wet floor signage.

4. Do not walk in standing water which may have contact with wiring and may be electrified. If there are electrical appliances or electrical outlets near the leak, use extreme caution. If there is any possible danger, evacuate the area.

5. Be prepared to help as directed in protecting collection materials that are in jeopardy. Take only those steps needed to avoid or reduce immediate water damage: cover shelf ranges with plastic sheeting; carefully move materials out of the emergency area. Do not remove already wet books from shelves.

6. If you know the source of the water and are confident of your ability to stop it (unclog the drain, turn off the water, etc.), do so cautiously. If there is a roof leak, catch dripping water in buckets, waste baskets, etc.

7. If instructed to evacuate, go to a designated evacuation area.

For Flash floods and Exterior flooding:

1. Do not walk, swim or drive through flood waters. Just 6 in (15 cm) of fast-moving floodwater can knock you over, and 12 in (30 cm) can carry your vehicle away.

2. Move away from exterior doors, windows and electrical equipment.

3. Be prepared to seek higher ground.

Recovery and Salvage of Materials

Salvage of Water Damaged Collections

Books: Cloth or Paper Covers

Priority

Freeze or dry within 48 hours. **Coated paper** must not be allowed to air dry in a clump or it will permanently block together. If slightly damp and the pages are separable, air dry interleaved pages before items have an opportunity to dry. If saturated, coated paper must by frozen as soon as possible for subsequent vacuum freeze-drying.

Handling Precautions

Do not move items until a place has been prepared to receive them. Do not open or close books or separate covers. Oversized books need to be fully supported, it may only be possible to move one at a time.

Preparation for Drying

Closed books that are muddy should be rinsed before freezing. If air drying is not possible, books should be frozen within 48 hours. Separate with freezer paper, pack spine down in milk crates, plastic boxes, or cardboard boxes lined with plastic sheeting.

Coated paper requires that each and every page be interleaved with a non-stick material such as silicone release paper, Holytex, or wax paper. If the leaves cannot be separated without further damage, the book cannot be air dried successfully and must be prepared for vacuum freeze drying.

Drying Methods

Air Drying is suitable for small quantities for books (less than 100 volumes) that are not thoroughly soaked. Requires space in an area away from the disaster to spread the books out. Books are stood upright and gently fanned open to dry. Keep air moving at all times using fans. Direct fans into the air and away from the drying volumes. Use dehumidifiers as needed to maintain humidity at or below 50 percent RH.

Oversize volumes must lay flat and should be turned when the blotter is changed. Pages should be interleaved with sheets of uninked newsprint or blotting paper that is changed as it becomes saturated.

Freeze Drying (not vacuum thermal drying) is suitable for large quantities of books and books that are very wet. Pack as described above and ship to drying facility.

Vacuum Freeze Drying is suitable for large quantities of books. Wet *coated* paper can only be dried by this method. Pack as described above and ship to drying facility. Pack carefully, as volumes packed with distortions will retain that distortion permanently after vacuum freeze drying

Paper: Uncoated

Priority

Air dry or freeze within 48 hours. Records with water-soluble inks should be frozen immediately to arrest the migration of moisture that will feather and blur inks. Records that show signs of previous bacterial growth should also be frozen immediately if they cannot be air-dried.

Handling Precautions

Paper is very weak when wet and can easily tear if unsupported while handling.

Preparations for Drying

Pack flat sheets in flat boxes, or on plywood sheets covered with polyethylene. Bundle rolled items loosely and place horizontally in boxes lined with a release layer. Remove drawers from flat files; ship and freeze stacked with 1" x 2" strips of wood between each drawer. Framed or matted items must be removed from frames and mats prior to air or freeze drying. See Section: *Paper: Framed or Matted, Preparation for Drying*.

Air Drying — secure a clean, dry environment where the temperature and humidity are as low as possible. Cover tables, floors, or other flat surfaces with sheets for blotter or uninked newsprint.

Freezing — Work space and work surfaces and the following equipment: milk crates and/or cardboard boxes, bread trays, sheets of plywood, and rolls/sheets of freezer or waxed paper.

Drying Methods

Air Drying — This technique is most suitable for small numbers of records which are damp or water-damaged around the edges. Keep the air moving at all times using fans. Direct fans into the air and away from the drying records. Use dehumidifiers as needed to maintain 50 percent RH.

Damp material — Single sheets or small groups of records are to be laid out on paper-covered flat surfaces. If small clumps of records are fanned out to dry, they should be turned at regular intervals to encourage evaporation from both sides. As a last resort to maximize space utilization, clothesline may be strung for the records to be laid across.

If an item exhibits water-soluble media, allow it to dry face up. Do not attempt to blot the item since blotting may result in offsetting water-soluble components. Wet blotter or newsprint should be changed and removed from the drying area.

Wet material — When separating saturated paper, use extra caution to support large sheets. If sheets are contained in flat files, standing water should be sponged out first. If items are in L-sleeves the polyester must be removed to allow drying. Cut the two sealed edges of the film in the boarder between the item and the seal. Roll back the top piece of polyester in a diagonal direction. If there are any apparent problems with the paper support or media, stop and seek the assistance of a Conservator. Support can be given to single sheets by placing a piece of polyester film on top of the document. Rub the film gently and then
slowly lift the film while at the same time peeling off the top sheet in a diagonal direction. Lay the sheet flat; as it dries, it will separate from the surface of the film.

Freezing — This option is best if there are large quantities or if the water damage is extensive. Place manuscript boxes in milk crates or cardboard boxes. If time permits, interleave each manuscript box with freezer or waxed paper. If the boxes have been discarded, interleave every two inches of foldered material with freezer or waxed paper. Do not freeze framed items. Remove frame assemblage before freezing.

Paper: Coated (Including linen drawings (Drafting Cloth) and paper with sensitized coatings such as thermofax and fax copies)

Priority

Coated paper must not be allowed to air dry in a clump or it will permanently block together. If saturated, freeze within six hours for subsequent vacuum freezing-drying. If damp, separate and air dry before items have an opportunity to dry.

Handling Precautions

Physical manipulation should be kept to a minimum to avoid disruption of the watersoluble coating and media which may cause obliteration of the information.

Preparation for Drying

Air Drying — Secure a clean, dry environment where the temperature and humidity are as low as possible. Equipment needed: flat surfaces for drying; fans and extension cords; dehumidifier; moisture meter; sheets of polyester film, non-stick interleaving material such as freezer, waxed or silicone release paper, or polyester non-woven fabric.

Freezing — Equipment needed: milk crates; cardboard boxes for large items; large flat supports such as bread trays or pieces for plywood; freezer, waxed or silicone release paper, or polyester non-woven fabric.

Remove drawers from flat files; ship and freeze stacked with 1" x 2" strips of wood between each drawer. Framed or matted items must be removed from frames and mats prior to drying. See Section: *Paper: Framed or Matted, Preparation for Drying*.

Drying Methods

Air Drying — This technique is most suitable for small numbers of records that are damp or water-damaged around the edges. Coated paper requires that each and every page be interleaved with a non-stick material such as silicone release paper, Holytex, pellon, or wax paper.

Damp material — Lay single sheets or small groups of interleaved records on paper covered flat surfaces. If small clumps of records are fanned out to dry, they should be turned at regular intervals to encourage evaporation from both sides.

If an item exhibits water-soluble media, allow it to dry face up. Do not attempt to blot the item since blotting may result in offsetting water-soluble components. Wet blotter or uninked newsprint should be changed and removed from the drying area.

Wet material — When separating saturated paper, use extra caution to support large sheets. If sheets are contained in flat files, standing water should be sponged out first. If items are in L-sleeves the polyester must be removed to allow drying. Cut the two sealed edges of the film

between the item and the seal. Roll back the top piece of polyester in a diagonal direction. If there are any apparent problems with the paper support or media, *stop* and seek the assistance of a Conservator. Support can be given to single sheets by placing a piece of polyester film on top of the document. Rub the film gently and then slowly lift the film while at the same time peeling off the top sheet in a diagonal direction. Lay the sheet flat; as it dries, it will separate from the surface of the film.

Keep the air moving at all times using fans. Direct fans into the air and away from the drying records. Use dehumidifiers as needed to maintain humidity at or below 50 percent RH.

Freezing — Freezing is best if there are large quantities or if the water damage is extensive. Place manuscript boxes in milk crates or cardboard boxes. If time permits, interleave each manuscript box with freezer or waxed paper. If the boxes have been discarded, interleave every two inches of foldered material with freezer or waxed paper.

Specify vacuum *freeze* drying for coated paper and linen drawings; do not use vacuum thermal drying.

Pack flat sheets in bread trays, flat boxes, or on plywood sheets covered with polyethylene. Bundled rolled items loosely and place horizontally in boxes lined with a release layer.

Do not freeze framed items. Remove frame assemblage before freezing.

Paper: Framed or Matted, Preparation for Drying

Priority

Wet paper must be frozen or air dried within 48 hours. Framed and matted items must be disassembled prior to air drying or freezing.

Handling Precautions

Caution must be exercised so as to not puncture or tear the wet paper artifact in the process of removing the frame, gazing, and mounting materials.

Preparation for Drying

Place frame face down on a smooth, flat surface covered with blotter paper or plastic bubble pack. Carefully remove dust seal and hardware (place these metal pieces in container so that they do not come in contact with the wet paper and inadvertently cause damage). Check if the paper object is adhered to rabbet of frame by gently pushing up on the glazing to see that the assemblage will release without resistance. Place a piece of board (mat board, masonite, or plexiglass) over the back of the frame with all contents still in place. Using two hands, invert frame assemblage as that the glass and image are facing up. Lift off the frame then lift off the glass.

When the paper is in direct contact with the glass, carefully remove them together and lay face down on a flat surface. Consult a Conservator if the paper is sticking to the glazing.

If the glass is broken, the pieces may be held together with tape applied lightly over the breaks. The frame may then be laid face down and the paper removed from the back. If pieces of glass have dropped behind the remaining glass, hold the frame in a vertical position to remove the mat and/or paper.

To remove the item from its mat, place the image facing up. Lift window mat board carefully and detach paper object from back mat by carefully cutting hinges. If the object is attached firmly and directly to mat or backing board, do not attempt to remove. Proceed to air dry paper object as recommended in Sections: *Paper: Uncoated* or *Paper: Coated*, as appropriate.

If difficulty is encountered at any point, consult a Conservator for assistance.

Magnetic Media: Computer Diskettes

Priority

Prolonged storage in water causes leaching of chemicals from the support. *If a back-up copy is available, it is better to discard the water-soaked original*.

Handling Precautions

Store diskettes upright without crowding, in cool, distilled water until you are ready to attempt data recovery. Exposure to water should not extend beyond 72 hours. If disks cannot be dried and copied within three days, the disks should be placed wet in plastic bags and frozen until drying and data recovery is possible.

Preparation for Drying

3½" disks — Pack wet disks in plastic bags and ship overnight to a computer media recovery service vendor for data recovery. Do not dry disks first; dried impurities can etch magnetic coating.

5¼" disks — Remove the disk by cutting with scissors along the edge of the jacket. Carefully remove the diskette and agitate the exposed disks in multiple baths of cool deionized water or distilled water to remove all visible dirt.

Drying Methods

3½" disks — It is safest to send disks to a professional data recovery vendor for data recovery. *Damage to your hardware could result.* Gently blot surface with lint-free cloth or lay on clean cloth to air dry.

5¼" disks — Dry with lint-free toweling or cheese cloth.

Data Recovery

In order to ensure the preservation of data on disks that have been wet, it is prudent to copy it to a new disk. Insert the disk which has been dried into an empty jacket made by removing a new disk. The water damaged disk which has been placed in the new jacket is inserted into a disk drive. Copy and

verify that the information has transferred, then discard the damaged disk. You need only prepare one new jacket for each five to ten disks since the same jacket can be reused several times. Most diskettes can be salvaged unless the diskette itself if magnetically damaged or warped. If copying is not

Compact Discs (CDs)

Priority - Immediately air dry discs. Dry paper enclosures within 48 hours.

Handling Precautions - Do not scratch surfaces.

Preparations for Drying - Remove discs from cases. Rinse discs with distilled water. Do not rub the discs because dirt could scratch. If necessary, blot, do not rub, with a soft lint-free cloth.

Drying Methods - Case and paper enclosures may be freeze dried. Do not freeze dry the discs.

Keep the air moving at all times using fans. Direct fans into the air and away from the drying records. Use dehumidifiers as needed to maintain humidity at or below 50 percent RH.

If air drying is not possible due to media solubility or unacceptable disruption to the structural integrity of the volume, vacuum freeze drying is recommended.

If difficulty is encountered, consult a conservator for assistance.

Wood

Priority

Begin drying within 48 hours to prevent mold growth.

Handling Precautions

Move items only after a place has been prepared to receive them. Lift from the bottom of an object; tables from the apron; chairs by the seat rails, not by the arms, stretchers, slats, headpiece, or crest rails; trunks from the bottom, etc.

Packing Methods

Partially wetted objects can be packed with dry blotting materials such as uninked newsprint or acid free blotters to remove as much moisture as possible. Thoroughly wetted, unpainted objects should be wrapped with blotting materials, then wrapped in polyethylene sheeting to retain as much moisture as possible, since fast drying will cause irreversible damage.

Preparation for Drying

Rinse or sponge with clear water to remove mud or dirt before drying. Be careful not to wipe or scour as grit will damage remaining finish. Use a soft bristle brush to clean carvings and crevices. If mud has dried, dampen with a sponge and remove with a wooded spatula; rinse. Remove wet contents and paper liners from drawers and shelves.

Drying Procedure

Absorb excess moisture with sponges, clean towels, paper towels, or uninked newsprint. Blot, do not wipe, to avoid scratching the surface.

Air dry, using fans to keep air moving without blowing directly on the pieces. Tent the objects with polyethylene sheeting to slow the drying. Raise items off the floor on trestle or 2x4 lumber to allow air to circulate on all sides. Open doors and drawers *slightly* to allow air to circulate inside the items.

Use portable dehumidifiers to slowly remove moisture from the area and objects. Drying quickly will cause warping and cracking. Bring relative humidity down to 50-55 percent.

Inorganics: Ceramics, Glass, Metals, Stone (Decorative/Historic)

Priority

These materials can be dealt with last since they generally will suffer little damage from short term exposure to water.

Handling Precautions

Move items only after a place has been prepared to receive them.

Packing Method

Varies with the fragility of the material; water/wetness has no bearing.

Preparation for Drying

Rinse or sponge with clear water to remove mud or dirt before drying.

Drying Procedure

Sponges, clean towels, paper towels, or unused newsprint may be used to absorb excess moisture. Exchange wet for dry blotting material at least daily until items are dry. Check daily for mold growth.

Air dry, using fans to keep air moving without blowing directly on the pieces. Raise items off the floor on trestles or 2x4 lumber to allow air to circulate underneath.

Metal objects can be dried with moderate heat (90-100° F in an oven or using a heater or hair dryer).

Use portable dehumidifiers to *slowly* remove moisture from the area/objects. Bring relative humidity down to 50 percent.

Salvage Glossary

AIR DRYING

Use a cool, low-humidity area with good air circulation. Place absorbent material (see interleaving) under objects; replace as it becomes wet. If possible, air-dry materials on plastic racks (e.g., commercial bread trays or rust-proof screens) to allow more evaporation. Exposure to light may reduce the threat of mold. Bright sunlight can cause fading.

INTERLEAVING

Interleaving will keep items from sticking together and prevent dye transfer. Blotter paper, uninked newsprint, or paper towels may be used, except in cases waxed paper, pellon or freezer paper is called for.

FREEZING

If objects cannot be dried within 48 hours, freeze them until action can be taken. Freezing is an effective way to stabilize collections for days or even months; it stops mold growth, ink running, dye transfer, and swelling. If possible, use a commercial freezer that provides sub-zero freezing or a home freezer. A refrigerated truck may at least keep materials cool enough to prevent mold growth.

ON-SITE DEHUMIDIFICATION

A useful technique for drying damp library and archival collections without the need to move them. Available from several companies in the U.S. Super-dry air is pumped into the building and moist air drawn out.

RINSING

Mud or dirt: rinse items under a gentle stream of clean running water or gently agitate them in containers filled with water, before drying. Never scrub items in a way that might drive dirt in deeper. Use a sponge/soft cloth to blot off mud and debris. Hold books and file folders closed while rinsing.

VACUUM DRYING

Also called "thermal drying." Available from many companies in the U.S. Items are dried in a vacuum chamber, often at temperatures above 100°F. Slower than vacuum freeze drying, but generally less expensive. Because high temperatures accelerate aging this method should not be used for archival materials.

VACUUM FREEZE DRYING

Frozen items are placed in a vacuum chamber and dried at below-freezing temperatures to minimize swelling and distortion. Generally provides the most satisfactory results and is recommended for library and archival materials. This service is available throughout the U.S.

APPENDIX

1. Records Disaster Management Policy

1.1. Purpose

The Records Management Officer is responsible for developing and implementing policies and procedures to ensure the maintenance, accessibility, and preservation of Buffalo & Erie County Public Library records. This policy defines how the Library will develop and maintain its disaster management plan for the protection of vital and archival library records.

1.2. Scope

This policy covers the records of all Buffalo & Erie County Public Library locations, whether stored by the System or the individual library branch.

1.3. Policy

The Buffalo & Erie County Public Library will demonstrate a commitment to effective disaster management by ensuring the following:

- The Buffalo & Erie County Public Library Records Management Committee, with the cooperation of individual libraries, develops priorities for the management and protection of library records.
- The Library carefully assesses and reevaluates risks to its records and its essential services.
- Library personnel periodically evaluate disaster control requirements and upgrade these when necessary.
- The Library emphasizes disaster prevention over response and recovery.
- The Records Management Officer ensures that the records disaster management policy and plan are integrated into the Library's overall emergency planning strategies.
- The Records Management Officer ensures the periodic review of the records disaster management policy and plan.

1.3.1. Promulgation of the Policy and Plan

The Records Management Committee will distribute this policy and plan to all libraries for inclusion in their individual Disaster Plans.

1.3.2. Monitoring and Review

The Records Management Committee will oversee the review of this policy and plan and update them when needed.

1.4. Roles and Responsibilities

The Records Management Officer, the IT Administrator, and the Library Director/Manager responsible for the individual library have the greatest responsibility for disaster management regarding library records. The Records Management Officer is responsible for the care and general management of all records in the Buffalo & Erie County Public Library. The IT Administrator is responsible for maintenance of key business processes that involve electronic records, including the library catalog, email, and electronic records storage. The Library Director/Manager is responsible for ensuring that library facilities under their control are free of risks that might cause records disasters, that appropriate protections are in place to contain any disasters that do occur, and that there are plans in place for the safe and efficient recovery of records following a disaster.

2. Risk Assessment

The Buffalo & Erie County Public Library has identified three potential disasters of moderate probability that involve moderate/high risk to library records: flood, fire, and computer virus infection. In addition, there are records-specific disasters of a moderate probability that involve high risk to library records: pests, mold, and theft. Prevention methods should therefore be focused on these areas.

Other potential disasters have been identified as very low probability, but would also involve moderate/high risk to library records: tornado, earthquake, act of terrorism, and act of sabotage. While these should be acknowledged, this plan focuses mainly on the higher probability disaster risks noted above.

3. Prevention

3.1. Introduction

Prevention is key to effective disaster management. Prevention means anticipating and controlling potential hazards to manage records. Correcting minor or chronic problems before they become serious can prevent incidents from becoming disasters that destroy or damage records. Repairing damaged records can be expensive and time-consuming, and it deprives the library of access to records, thereby reducing the library's ability to provide an expected level of service.

3.2. Roles and Responsibilities

For the purposes of prevention, the Library Director/Manager or designee will undertake the following routine activities:

- conduct building inspections to ensure that facilities do not and will not negatively affect the physical condition of records
- inventory the location's records
- review and improve records access, care, handling, storage, and disposition practices
- identify records that are vital, important, or archival in a records salvage priority list and note their location on building floor plans

The Records Management Officer will:

- ensure that staff manage records in accordance with State Archives guidelines

- regularly assess records management needs, putting into place new or upgraded controls and procedures as required
- bring to the attention of staff any problems that may affect records
- provide or assist with obtaining additional security and physical protection, if necessary, for vital, important, and archival records

The IT Administrator will:

- implement and maintain regular backup procedures for electronic records and store these backup copies in a safe and secure location offsite
- prevent unauthorized access to electronic records by securing equipment and storage facilities, installing computer firewalls and virus detection software, limiting access to LAN servers, and adopting other security measures where appropriate

Records management staff and others with records responsibilities will:

- manage records according to State Archives guidelines
- bring to the attention of the Records Management Officer any problems that may affect records

3.3. Prevention Measures

3.3.1. Protection of Physical Records

To the extent practicable, keep records off of bottom shelves (at risk of flood damage) and top shelves (risk of sprinkler damage during fire). Paper records should also be stored away from heat sources (risk of fire) and pipes (risk of flood). Monitor the storage environment's temperature and humidity to ensure the environment is suitable for paper records (risk of mold). Monitor for pests by using appropriate traps, conducting walk-throughs, and performing routine cleaning and maintenance. Keep vital records in secure, staff-only locations (risk of theft). Periodically review storage areas for new hazards.

3.3.2. Protection of Electronic Records

Save vital and important electronic records on a shared drive to ensure they are subject to System back-up. This protects the records in case of a digital records disaster (computer virus) or a disaster that damages or destroys local PCs.

4. Response

4.1. Introduction

The Library must respond to any records disaster in a quick and organized manner. Planning an appropriate response can be difficult because of the unique nature of every disaster. Additionally, library personnel must be careful to ensure their own safety during any disaster response.

4.2. Roles and Responsibilities

The first person to discover a records disaster or to determine one is imminent will:

- contact the Library Director/Manager or designee to initiate the disaster response
- contact appropriate emergency response units (fire, police), if necessary

The Library Director/Manager will:

- arrive at the scene as quickly as possible
- begin the initial damage assessment
- contact the Records Management Officer and/or IT Administrator
- determine methods of response to address this particular disaster
- contact any professionals needed to help with the response
- organize and direct the disaster response
- communicate and coordinate activities with official disaster response units

The Records Management Officer will:

- assist with determining methods of response
- identify professional services needed to help with the response (e.g. freeze-drying companies)
- contact the State Archives' Regional Advisory Officer if needed

The IT Administrator will:

- follow the IT Disaster Recovery Plan as applicable to the particular disaster

4.3. Actions to Take in Case of a Disaster

4.3.1. Security

First, establish security so that only authorized personnel enter the affected areas. Establish a cordon around the affected area, staffed by police or library personnel, as appropriate.

4.3.2. Stabilization of the Area

Before attempting to recover any records, first determine the source of the problem. Wait until all fires are quenched, excess water is drained, and/or unstable structures are dismantled. Do not enter any structure until it has been determined the building is safe to enter.

If the building is not safe for library staff to enter, the Library Director/Manager will work with emergency personnel to determine whether emergency responders can use the library's floor plans and records salvage list to retrieve the library's most valuable records. If the building is too dangerous for anyone to enter, the Library Director/Manager will develop a salvage plan with the Records Management Officer.

If the area is flooded, first clear any drains to empty the water. Keep in mind that water conducts electricity, so turn off the power before entering a room with standing water.

After removing the water, keep the temperature below 65 degrees Fahrenheit, which will be cold enough to retard mold growth. Run fans to circulate air and dry out wet areas. Run dehumidifiers to reduce dampness. Remove all discardable, wet materials such as carpets, paper supplies, and empty storage cartons.

4.3.3. Stabilization of the Records

Use rubber gloves to handle all materials, and wear appropriate face masks if mold is present in the area. Immediately use the records salvage priority list to identify and relocate any vital or archival records. Begin with any records threatened with further damage because they are submerged, about to tumble to the ground, or otherwise vulnerable. If any boxes are falling apart, temporarily store the records in plastic containers or standard cubic-foot cardboard boxes (if plastic ones are not available). Move all reboxed records to a dry, sheltered location. If records are wet, do not leave them permanently in the boxes used for moving; either dry them under fans or contact a freeze-drying specialist immediately.

5. Recovery and Business Continuity

5.1. Introduction

The line between disaster response and recovery is not always distinct. Response relates to all actions required to assess the extent of the disaster, identify methods needed to save records, and protect human life and property. Recovery relates to actions taken to resume the normal business activities of the library.

5.2. Roles and Responsibilities

The Library Director/Manager will

- Coordinate with their municipality and Library System Administration to establish temporary work space and/or telecommuting accommodations for affected library staff, as necessary
- Establish any specialized procedures for the temporary arrangements (e.g. curbside service, virtual programming)
- Reestablish active records management practices
- Reestablish records storage for inactive, permanent, and archival records

The IT Administrator will

- set up adequate computer systems to run essential library services
- recover electronic records from backup systems

5.3. Recovery Procedures

The records recovery process will depend on the nature of the disaster. In cases of total destruction of facilities, recovery will take some time and may involve the assistance of many outside entities. Smaller-scale records disasters, e.g. a water leak affecting one box of records, can be dealt with during the course of normal business. In all cases, priorities for record recovery are as follows:

1. Vital records
2. Permanent records
3. Historical/archival records

4. Non-vital active records
5. Inactive records

Once vital records are recovered/reestablished, library business to the public can resume. Additional records recovery tasks will be incorporated into the overall recovery effort.

In general, salvaged records will need to be assessed for damage from the disaster as well as any ongoing risk that may impact access or storage (e.g. risk of mold). Records that are no longer usable will need to be disposed of using a Records Disposal Form. Remaining records should be inventoried and then returned to active use or placed back in appropriate storage.

6. Review

6.1. Introduction

Disaster management requirements will change over time, so the Buffalo & Erie County Public Library Records Management Committee will review this plan periodically to guarantee its continuing effectiveness and relevance to the Library's overall emergency operations.

6.2. Frequency of Review

The Records Management Committee will review the disaster plan in two separate ways:

6.2.1. Annual Review

Once a year, the Records Management Committee will review the disaster response plan in its entirety to ensure that it is up to date. The team will make necessary changes it identifies at that time.

6.2.2. Event-Driven Review

After any disaster response and recovery, the Records Management Committee will review the disaster and its response. The team will use that information to revise the disaster plan, as necessary.

6.3. Distributing the Plan

After any modification to the plan, the Records Management Officer will distribute amended copies to all Library Directors/Managers. All updates will be marked to ensure that staff does not inadvertently use old information.

Approved for Distribution by Records Management Committee October 2026

Amherst Public Library Office Retention Schedule – Page 1 of 3

Record Series	LGS-1 Item No.	Retention Requirement	Format	Active	Storage	Comments
Accident/incident reports	576	6 years after claim closed, but not until any minor reaches 21	Official – paper or electronic	6 years in Director's office or shared drive	n/a	Accidents involving minors are marked upon creation to denote extra retention. Copy sent to System and/or when applicable or requested.
Annual Reports	73	Permanent	Official – paper or electronic	Director's office or shared drive	n/a	
Bank communications	475	6 years	Official – paper	6 years in Senior Clerk office	n/a	
Bank deposits	482	6 years	Official – paper	6 years in Senior Clerk office	n/a	
Board minutes	47	Permanent	Official – paper Copies - electronic	Director's office	Director's office	2013 to present on library website
Capital Construction or Public Improvement Projects	806	Permanent	Official – paper Copy - electronic	Director's office	Storage area at the Hon. Shirley Chisholm Library	Final plans, designs, architectural drawings, and costs maintained by Town of Amherst
Complaint, censorship request, petition, notices of claim or request for service	77b	6 years after final disposition of complaint, petition, request	Official – paper or electronic	6 years in Director's office or shared drive	Email storage is limited	Archived email maintained indefinitely and accessible by B&ECPL System (back to 2010).
Contracts (legal agreements)	32	6 years after expiration or termination or 6 years after final payment, whatever is later	Official – paper or electronic	Current contracts + 6 years in director's office or shared drive	n/a	
Correspondence – Routine	53b	6 years	Official – Electronic	6 years in email folders as space permits	Email storage is limited	Archived email maintained indefinitely and accessible by B&ECPL System (back to 2010).
Correspondence – Significant (director)	53a	Permanent	Official – paper	6 years in director's	Director's office	Archived email maintained indefinitely and accessible by

			Or electronic	office or shared drive		B&ECPL System (back to 2010).
Daily cash records	508	6 years	Official – paper	6 years in Senior Clerk office	n/a	
Donation records	45c	6 years	Official – paper Or electronic	6 years in shared drive, Senior Clerk office or Director's office		Gifts involving trust fund/endowment, work of art, artifact, or historical manuscript kept permanently.
Employment applications – not hired	693	4 years	Official – paper	4 years in Director's office or staff area	n/a	Original applications for those who are hired sent to HR and officially maintained there.
Facility use	812	6 years	Official - paper	1 year at branch	5 years in Director's Office	
Grant files	55	6 years		Current grants + 3 year in director's office or shared drive	3 years in inactive storage area	Does not include capital construction grants. Appraised for historical or administrative value.
Incorporation/Charter Documents	591	Permanent	Official – paper	Director's office	n/a	
Invoices	550	6 years	Official – paper Copy - electronic	6 years in Senior Clerk office		
Maintenance logs – buildings & grounds	809d	6 years after last entry	Official – paper or electronic	Current year in maintenance area	5 years in Director's Office or shared drive	
Maintenance logs – equipment & vehicles	817d	6 years after last entry	Official – paper or electronic	Current year in maintenance area	5 years in Director's Office or shared drive	
Personnel records – copies	n/a	n/a	Copy – electronic	May be kept on Director's local drive for evaluation purposes	Timesheets prior to Human Resources centralization kept in inactive storage area at Chisholm for civil	All official personnel records are sent to HR and are maintained in HR for the required retention.

					service & retirement requests	
Photo Release Forms	32	6 years	Official – paper	6 years in Director's office or staff area at branch	Director's office	NOTE: Photo release forms do not have a notation of use. However, all photos utilized have secured permission from participants or their legal guardian.
Program planning files	603c	6 years	Official – electronic	6 years on shared drive	n/a	Registration/sign-in disposed of after no longer needed (603b)
Purchase orders	546	6 years	Official – paper Copy – paper	6 years in Senior Clerk office	n/a	Requisition forms submitted to the System retained in the Business Office; duplicates at library disposed of when no longer needed (upon receipt of item/service). Purchase orders submitted to Town of Amherst retained by Comptroller Office; duplicates at library disposed of after two years or when no longer needed (upon receipt of item/service).
Receipts	519	6 years	Official – paper	6 years in Senior Clerk office	n/a	
Sales Tax	516	6 years	Official – paper	6 years in Senior Clerk office	n/a	
Staff schedules	638	6 years	Official – electronic	6 years on shared drive	n/a	Electronic shared scheduling began March 2023.
Tax Exemption	517	1 year after obsolete or superseded	Official – paper or electronic	Director office, Senior Clerk office or shared drive	n/a	
Volunteer applications – not selected	693	4 years	Official – paper Copy – electronic	4 years in director's office or staff area	n/a	
Volunteer files – Selected (application, correspondence, logs)	636b	6 years after last volunteer shift	Official – paper	Active volunteers in staff area	6 years at branch or director's office	

Unless otherwise noted, copies are disposed of when no longer needed for immediate reference.

Locations Where This Plan Is On File

In-House: Reference Desk, Shared Drive

Off-Site:

Library Website - https://www.buffalolib.org/amherst-rules-board-information-bylaws-policies

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John P. Barton and Johanna G. Wellheiser, eds. *An Ounce of Prevention: A Handbook on Disaster Contingency Planning for Archives, Libraries and Record Centers*. Toronto: Toronto Area Archivists Group Education Foundation, 1985.

Minnesota Historical Society. *Disaster Preparedness Plan: Recovery Procedures for the Minnesota History Center* (revised for outside distribution). Saint Paul: Minnesota Historical Society, January 1, 1994.

Heritage Preservation. *Emergency Response and Salvage Wheel,* June 1997.

Buffalo & Erie County Public Library and various contracting branches across the System.

Adopted by the Amherst Public Library Board of Trustees: December 3, 2026