



NATIONAL ARCHIVES OF AUSTRALIA

Disaster Preparedness Manual for Commonwealth Agencies

National Archives of Australia

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Australian Government
National Archives of Australia

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1. Introduction

1.1 Planning for disaster

This manual offers a step-by-step process for preparing a Disaster Preparedness Plan for protecting and recovering records held by Commonwealth government agencies. It enables agencies to assess the vulnerability of their records vis-à-vis various types of disaster, and to create a plan that can be easily reviewed and updated. It includes appendixes with forms for preparing the lists invariably required in a disaster: emergency contacts, equipment and materials, priority records, layout plans and hazardous chemical lists.

As you proceed through this manual you will become increasingly aware of the need for your agency to prepare for a disaster. This will certainly be the case if you have experienced an emergency in your workplace.

The disaster preparedness plan described here should complement and be integrated with other emergency plans covered by specialised arrangements and regulations. In particular, most agencies will have arranged for building security, fire precautions, fire extinguishing systems, electricity, gas and water regulations and safety procedures, chemical hazards, laboratory procedures, structural requirements, first aid and data protection.

1.2 Disaster preparedness is a component of high-quality recordkeeping

In 1996 Standards Australia released Australian Standard AS 4390-1996, Records Management. While the Standard is a voluntary code, it sets out the responsibilities and strategies of high-quality records management systems, including action relating to disaster management and preparedness.

AS 4390, Part 6: Storage recommends a structured approach to selecting an appropriate storage option. This approach should include 'an assessment of the characteristics of storage facilities and associated services (internal or external)'.

Part 6, Clause 5.2 lists particular characteristics that should be considered in a storage assessment, including potential external hazards (fire, explosion, impact) and the location or site (floodplain, storm water, earthquakes).

Clause 5.6, specifies that disaster preparedness should feature in any assessment and provides an example of a model disaster response plan.

Clause 6.1.2, recommends that organisations identify and manage appropriately 'vital' records (eg records required during an emergency or disaster or used to re-establish functions after a emergency or disaster).

The National Archives endorses the use of AS 4390 for all Commonwealth agencies and recommends that AS 4390 is followed when addressing disaster management issues. It is essential that senior management incorporate disaster preparedness

into their organisation's recordkeeping system and fully support the disaster preparedness plan.

1.3 Whose responsibility: agencies or Archives?

In general, it is the responsibility of each agency to develop its own preparations to avoid or respond to emergency events. Preparations include procedures, equipment, materials and training. It is the responsibility of the National Archives to provide technical advice and assistance relating to protection, salvage and preservation of records. It is not the responsibility of the Archives to provide advice on security and safety matters.

1.4 What records are covered in this manual?

In order to prepare an effective disaster preparedness plan, you will need to be aware of the types of records your agency is creating. This manual emphasises paper-based records. Despite the increasing reliance on electronic records in doing government business, 95 per cent of the National Archives' holdings and 88 per cent of agency records transferred to the Archives are in paper formats.

The focus on paper records does not imply that other record types, particularly those in electronic formats, are unimportant. Rather, paper records are more likely than electronic records to be affected by a disaster because they are less likely to be protected by offsite back-up procedures. However, the general principles are the same no matter what formats are involved.

1.5 Awareness: disasters and emergencies do happen

An excellent way of approaching disaster preparedness is to study previous disasters. The intention is not to be critical after the event, but to assess whether or not the disaster is likely to recur and to learn from the experiences of others.

Major disasters affecting agency records occur infrequently and are unpredictable. The Katherine flood of 1998 was the last event causing major loss of agency records. Disaster recovery procedures carried out after the flood saved many valuable records.

Emergencies affecting agency records occur more frequently but may not be reported. These events are usually caused by water leaking from air conditioners, water fountains or automatic dishwashers, or fire as a result of electrical faults. If the procedures outlined in this Manual are followed, any Agency can anticipate a high recovery rate for their records. Records completely consumed by fire, of course, can not be recovered.

2. Preparation

In preparing for a disaster or emergency, there are five broad planning activities

your agency will need to undertake:

- establish an Emergency Committee
- identify and assess potential threats
- establish an Emergency Response Team
- gather equipment and material
- identify priorities for record salvage.

2.1 Emergency Committee

Your agency will probably continue to function during an emergency, however, the response to the event will require special action, including planning and allocating people from other resources. Since the emergency response will differ significantly from normal operations, the best way to prepare is to establish a special committee to manage the emergency's special requirements. The special committee will only be effective if it is already fully functioning before an emergency takes place.

Role of the Committee

The Emergency Committee should be responsible to your agency's director for preparing a Disaster Preparedness Plan and for managing an integrated response and recovery to each emergency.

Composition

The members of the committee should include:

- Control Centre Coordinator
- Facilities/Security Manager
- Records Manager
- Administration/Public Relations
- Systems/IT Manager
- OH&S Representative.

Responsibilities

The Emergency Committee has three general areas of responsibility:

- to ensure the safety of people who are likely to be affected by the emergency
- to ensure the safety and security of records
- to ensure the protection and preservation of buildings, equipment and other Commonwealth property.

2.2 Identification and assessment of threats

An effective emergency response depends on identifying the threats most likely to cause damage to your agency's facilities and assessing the degree of risk. A threat

assessment can be made by following these four steps:

- Identify all possible threats, ie fire, flood, water leak, vandalism.
- Establish the probability of each threat, ie is a water leak more probable than a fire?
- Determine the possible and likely consequences of each type of threat.
- What effect would the most probable threats have on your collection?

Potential threats fall into the following general categories:

Natural hazards

- cyclone and tidal surge
- windstorm
- lightning strike
- rain, hail, sleet
- flooding
- bushfire, fire in adjacent buildings
- earthquake and landslide

Criminal or terrorist attack

- vandalism
- theft
- arson
- bombing and bomb hoax
- demonstrations
- sabotage
- terrorist attack

Industrial accidents

- fire
- explosion
- chemical or fuel spillage
- gas leaks
- falling object damage

System failure

- energy failure and computer failure
- sewer/stormwater/drainage failure
- leaks in roofs
- sprinkler malfunction
- structural failure

2.3 Emergency response team

After identifying potential threats, the Emergency Committee should establish a team or teams of volunteer staff from each section of the agency to take part in salvaging records. All response team members must be accessible by telephone for after hours call-out.

Each team must have a leader and deputy. Teams should have no more than six to eight members and include management, technical, administrative and operational staff. Teams will need to be trained in response and recovery techniques and have good knowledge of preventive measures. Teams will need to meet at least once a year and be informed of changes in the Disaster Preparedness Plan. (You may use the form in Appendix B to record emergency response team contact telephone numbers.)

2.4 Equipment and materials

To ensure efficient recovery of records it is essential that you have appropriate equipment and materials readily available. Agencies should purchase the following equipment and materials for a disaster kit:

Table 1: Materials for a disaster kit

paper towels	mops, buckets	blank newsprint roll of	polyethylene plastic
sponges	freezer paper	plastic garbage bins	extension cords
labels	paper, pencils	plastic bin liners	rubber gloves
scissors, tape	plastic string, pegs	pliers	torches
clipboards	plastic tubing	electric fans	
absorbent cloths	plastic paper clips	surgical type gloves	

These items should be stored near the main entrance and be easily accessible to emergency response teams. (You may use the form in Appendix D to record equipment and materials.)

Large and/or expensive items may be purchased or hired when required. These

items are likely to include:

Table 2: Large and/or expensive items for disasters

plastic crates	archive boxes	blotting paper	portable pump
dehumidifier	folding tables	portable generator	wooden pallets
large fans	walkie-talkies	wet/dry vacuum cleaner	portable lighting

2.5 Identify priorities for salvage

To assist in the efficient recovery of records it is essential that agencies are aware of and identify the following categories of records.

Vital records

Vital records are those deemed essential to reconstruct and continue operations of the agency and to protect its organisational, legal and financial interests. Generally, only 2-3 per cent of an agency's records are vital records. A vital record, it must be remembered, is not necessarily one with long-term value; it may only have short-term value, eg lists of people currently entitled to pensions.

General records

General records may included the following:

- permanent value general correspondence of central offices or central boards, committees, etc
- easily identifiable items or small groups of items of historical or artistic interest, eg plans or drawings
- diaries and personal papers of ministers
- records of personal interest, eg naturalisation records, crew and passenger lists
- control records, eg indexes, registers, etc.
- Vulnerable records

These include magnetic tapes, photographic prints and films.

2.6 Computer systems requirements

It is essential that your agency's computer system programs are backed up on a regular basis. Your IT Section should be able to provide you with it's back-up schedule for inclusion in your plan. If your IT Section is not on site, it may not be necessary to include this information in your plan.

2.7 Disaster preparedness networks

Once your agency has started to prepare a Disaster Preparedness Plan it is a good idea to coordinate with other agencies that have offices in your building or in adjacent buildings. In this way a network for cooperation in times of disaster can be established between your agency and others. One example of this might be for agencies in adjacent buildings to have off-site storage agreements for back-up tapes.

3. Response

In the event of an emergency or disaster, safety and planning are the key components of a successful emergency response. Your response will rely on two types of information: lists of emergency contacts and layout plans of your agency's building(s).

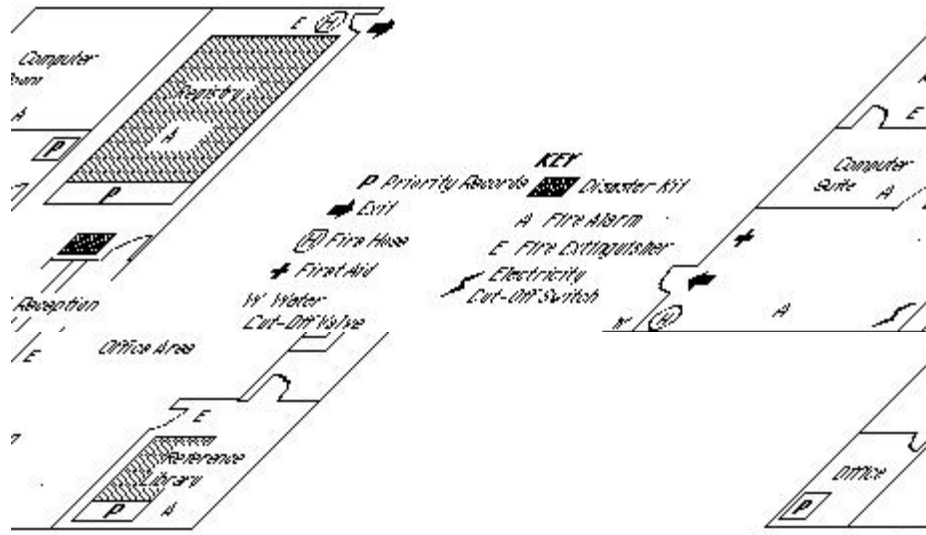
3.1 Emergency contact lists

- Each agency should complete and maintain a list for each of the following categories:
 - contact staff - state office (this should include someone with the financial delegation to hire large amounts of equipment if necessary)
 - contact staff - central office
 - external emergency services
 - external sources of expertise and equipment
 - conservators
- Appendix A lists the types of contacts to be included in each category.
- These lists can be maintained using the forms in Appendix B of this manual.
- Lists should be kept up-to-date, with changes or new information added as it becomes available.
- Lists should be checked for completeness and accuracy every six months and updated as necessary.
- Copies of lists which have been changed should be forwarded to the national office every six months.
- The list of national office contacts should be included and be updated as necessary.

3.2 Layout plans

It is essential for response team workers to have access to small-scale plans of each building. These plans should show the layout of records shelving, indicating the location of priority records. The locations of special danger areas, fire extinguishers, main electricity switches, water main shut-off valve and exits should be clearly marked (see Figure 3.1). The layout plans should be attached to Appendix E of this manual.

Figure 3.1: Example of a building layout plan



3.3 Immediate response - safety and assessment

An overriding aim of the emergency response is to ensure minimal risk to staff. You should observe the following safety precautions:

- Do not permit entry to the site until the Officer-in-Charge (OIC) has been given permission by the appropriate emergency services.
- Assess potential dangers and, if possible, secure before proceeding.
- If there is water lying on the floor, check that there are no concealed hazards and slippery surfaces.
- Ensure that team members do not go beyond the part of the disaster site where they are working without the permission of the OIC.

There may be a sewerage contamination problem - in this case it is not safe to send any unprotected, untrained staff in. You should have the name of a company who specialises in biological hazard clean up on your Emergency Contacts List.

Identify the source of the disaster - this may or may not be obvious. Water leaking through a false ceiling may not be coming from your immediate area. A burst sprinkler head will be instantly recognisable.

Contact the Emergency Committee. They should instruct someone to start contacting the necessary people on your Emergency Contacts List.

3.4 Short-term response - stabilising the area and the records

A small group should enter first to determine response requirements- prevent groups of unnecessary people getting in just to have a look, and do not allow over eager volunteers to start pulling material off the shelves straight away.

If the disaster is still under way, the first step is to stop the source of the problem. This may be as simple as putting a bucket underneath a leaking pipe, then getting the water turned off.

Records in areas that have not been affected directly by the disaster need to be protected during the recovery. Shelving can be draped with plastic to avoid water on the floor splashing up onto records placed on lower shelves.

Start documenting the disaster - use a video or still camera, a dictaphone or a note pad. One or two disposable cameras equipped with flashes can be kept with the disaster stores for this purpose.

Once the source of the disaster is stopped and the situation stabilised, assessment of the damage can commence.

3.5 Survey

The aim is to gather the specific information needed to plan an appropriate response. Information should be recorded in both note and photographic form. Your survey should include specific assessments of the following:

- structural damage
- atmospheric conditions
- damage to shelving
- availability of building services
- are working areas affected
- are any storage areas affected
- records involved and/or at risk

Is it a small (eg <100 items), medium (eg 100 to 1000 items) or large disaster (eg >1000 items)? Do you need to consider freezing some material, or can you manage air-drying for all of the material? What types of records are affected - all paper based, or a mixture?

3.6 Briefing the response team

From the results of your survey, members of the Emergency Response Team must be briefed on the circumstances of the emergency, the work required, and communications and emergency procedures. Jobs should be rotated between members at regular intervals and there should be a 10-minute break every hour.

3.7 Planning

Once the required response has been decided upon, planning the full recovery begins. This should begin as soon as possible, preferably before entry to the affected areas is allowed.

The aim is to decide the immediate actions needed to ensure that records are protected from further damage, stabilised (pending treatment) in the simplest available way and to work out priorities and requirements of equipment, materials and people. Prompt action is important, but it is essential that it be based on an integrated plan.

Aspects to be considered

- emergency contacts - who or what else will you need to call on, will you need conservation advice
- vital records - are any affected and what do they need, do you need security cleared staff to handle the records
- work areas - how big will it need to be, where is it, is it secure, or will you need extra security
- transfer of affected records - how will you do it, do you have trolleys, do you need to hire an air-conditioned van for transport off site,
- Equipment and materials - what do you need to hire, what can you borrow, how will you get it, what do you already have?

A lot of these questions will have been answered in your Plan. The Emergency Committee should have an idea of what to get and where to get it.

4. Recovery: Techniques for working with records

Any recovery techniques implemented by staff must be centred on protecting records from further damage, stabilising the records and bringing them back to a useable condition.

At this point, after surveying the extent of the damage, you may decide to contract a disaster recovery company to do the salvage and recovery for you. These contacts should be in your Plan. Their response time will depend on their current workload, so you should not rely entirely on this option.

If you decide to proceed for yourself, read on.

4.1 Preparing the work area

Once the extent of the disaster has been established, a recovery area needs to be prepared. One team of people should be allocated to setting up the recovery area while other teams are doing simultaneous jobs.

The location of this area should already be identified in your plan. If it is at a different site, a refrigerated, or at least air-conditioned, van should be employed to prevent wet material from warming up and encouraging mould growth.

Trestle tables will need to be set up in the area, covered with plastic (to stop them soaking up moisture), then butchers paper to help absorb moisture out of the material being salvaged. The area should ideally have air conditioning, or at least good air circulation. This can be achieved by using fans, dehumidifiers and (if the weather is fine) opening the windows. Extra heating should NOT be employed as warm, moist air encourages mould growth.

Have the materials you will need for the salvage operation from the Disaster Store brought to the area. Set up the tables, being sure there is enough space between the tables for people and trolleys to move. String up drying lines, cover tables, and prepare interleaving paper.

If your material has been exposed to mud, it would be a good idea to have access to clean running water. Under the supervision of a conservator, this can be used to clean built up mud off the outside of damaged records. If conservation help is not available, leave the material dirty, and brush off the dirt once it is dry. Dirty folders and boxes can be transcribed later and thrown away.

One part of the area should be set aside to remove dried material to, before it is sorted and reshelved. This area should be kept dry with another dehumidifier to prevent moist air from the recovery area moving into the dry area. Alternatively, a separate resorting area in another part of the building can be set up.

4.2 Removing records

At the same time as the drying area is being set up, another team should be at the disaster site securing the area and making removal of the effected records easier. They should have removed any standing water by vacuuming or mopping, picked up any loose material on the floor (recording its location) that may get walked on, safely installed a dehumidifier to get the area drying and made sure staff access is safe and easy.

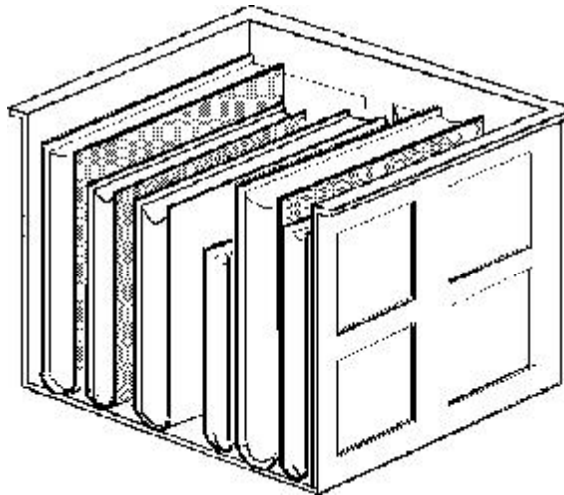
Once the records are accessible and the drying area is set up, removal of the records can begin. If untrained staff are to be employed for the packing and salvage of records, on-site conservation advice should be sought to aid workers in a successful removal of records.

Remove priority material first. You should know which material falls into this category from having previously assessed the collection as part of your plan

preparation. Some material that can be replaced may not need to be salvaged at all, eg diazo microform copies, in-print book titles, copies of computer tapes. A full list of material being thrown away should be made to enable it to be fully replaced.

- Remove wet records. Work from the top shelves first and work down to prevent the shelves becoming top heavy and falling over.
- Keep boxed records in their boxes until they are in the drying area.
- Use trolleys to move the records, as wet records will be heavy.
- Keep a record of all the material moved by listing record number ranges, the shelf they came from and where they were moved.
- If material is not boxed already, for example books or registry files, pack them into plastic crates, spine side down:

Figure 4.1: Packing wet records in plastic crates

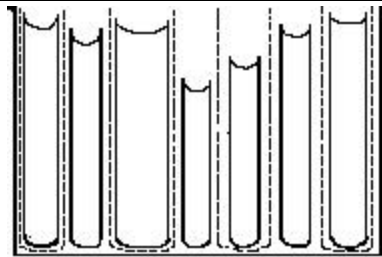


- Labels or other identifiers that have become loose should be attached to the material to avoid losing it. Place the label inside the cover, or if it is lost, pencil the location or other information onto a new piece of paper and pack that with the item.
- Do not attempt to straighten crumpled pages at this point. Pack the open books or files 'as is', avoiding crushing them.
- Burnt or charred material can be temporarily wrapped for transportation in strong paper, or a disposable file cover/manila folder to protect the highly fragile paper. Burnt and wet material should also be given support. Freezing burnt material should be considered, as that will require an involved and time consuming salvage operation.

- Do not pack records into the crates tightly, as the wet paper may start to mesh together under pressure.

If there is too much material to air-dry (see previous Survey section) all paper material can be packed and prepared for freezing. Each book/file/bundle should be wrapped with freezer paper so that material doesn't freeze into solid blocks. It should be packed into plastic crates as described above, palletised and sent to a frozen food store. Alternatively, a freezer truck hired for on-site storage. (These resources should have been identified in your plan preparation).

Figure 4.2 Preparing wet records for freezing



Many disaster recovery manuals and instructions recommend the use of vacuum freeze driers. This is an expensive, limited alternative in Australia and should be considered only after all other salvage choices have been exhausted. Material that has been frozen can be vacuum freeze dried at a later date, so air-drying and freezing should be first choices.

4.3 Drying the records

Once the drying area has been set up, and the records removal has begun from the affected area, the drying process can begin.

Please note that if untrained staff are being used for this stage of the operation, professional conservation advice should be sought to begin the process correctly and safely.

Files

Lay files on the prepared tabletops in a single layer with enough room between each file to open the cover and give access to the pages. Do not try to separate individual pages while they are still wet. Place interleaving paper at several places throughout the file to begin absorbing moisture out of the file. Once the pages have started to dry out, they can be carefully separated to expose further wet pages, and the interleaving paper replaced with dry paper in a different place in the file. Keep freeing up the drying pages, and replacing the interleaving paper until the files are dry. This will take hours, so be patient.

- Remove metal file fasteners as you encounter them, as they may start to rust before the file is dry.
- Plastic sleeves on the files should be cut open to allow drying of the contents.
- If there are photographs on the files, do not separate them from the files, as it is too easy to lose intellectual control over them. Seek advice and dry them in situ.
- Once the paper under the files starts to get wet, it should be pulled out and replaced. All wet paper and interleaving paper should be removed from the drying area regularly so that it doesn't contribute to the raised moisture levels in the air.
- Small items like pamphlets or booklets may be hung along a fold on a clothesline:

Figure 4.3 Hanging small items



Books

If the books are only partially wet, and the covers are still strong, books can be stood on end with the covers opened and pages fanned out. These should be checked regularly to be sure the covers are not starting to slump, or the text blocks pulling out of the covers. Several books may be placed in a circle, cover-to-cover, with the spines in the middle and the covers pegged together with clothes pegs to form a stronger structure

Figure 4.4 Drying bound volumes by standing upright

Volumes that are too wet to stand should be dried flat, with interleaving paper placed every 5 to 10 pages. As the paper gets wet, it should be replaced, and positioned between different pages in the book. The interleaving paper should not increase the thickness of the volume by more than one third, as it will stress the weakened spine of the book.

Thick wet covers should be isolated from the rest of the book block with sheets of

plastic placed inside the covers. This will stop moisture from the cardboard transferring to the pages.

Books on coated paper should either be frozen immediately, or every page interleaved and fanned out. The coating used to make these glossy books forms a glue-like substance when they are wet, and the pages will stick together irreversibly if allowed to dry in contact with each other.

Figure 4.4 Drying bound volumes by standing upright



Photographic materials

There are many different historical photographic processes, some of which will not survive a water-induced disaster at all. The most common processes found in current agency collections though will survive if treated correctly - modern black and white and colour prints and negatives will survive. Once again, you should seek professional conservation advice before beginning any salvage work.

Photographic prints and negatives need extra time spent on them, compared to books and files. If you cannot spare this time during the initial recovery phase, the best idea is to get wet photographic material transferred into tubs of cold, clean water. This will stop the emulsions drying out and the photos sticking together. The photos can stay like this for up to 48 hours, but then need to be separated and dried individually.

If the photos can not be attended to in this time, they should be frozen in small bundles straight after removal from the disaster area. A freezing process that is very fast, such as blast freezing, should be employed. Once you have time to spend on the photos they can be thawed in manageable lots and air-dried. To air-dry photos, remove them from their enclosures, but keep the enclosures with the photos, or transcribe information on the enclosures to a new piece of paper. Photos can be dried flat on tabletops, or if they have borders, they may be pegged by the borders onto a clothesline. This will stop water pooling on the surface and causing drying rings.

The emulsion of a wet photograph is very fragile. Never wipe the emulsion side of a wet photograph.

Movie film should be sent to a film-processing laboratory for professional washing and drying. A contact for this service should be in your Plan. If the film is wet, it

should be packed in cold clean water for transportation to the lab. Often, if the film has been stored correctly, the outside of the film can may be wet, but the contents quite dry. Check each roll before deciding on a procedure.

Glass plate negatives and glass lantern slides should never be frozen. They should be air-dried as soon as possible, according to professional advice.

Microforms

It is possible that any microforms that have been affected by the disaster can be replaced. Your plan should include contact details for suppliers of commercially available microfilm titles. If the microforms have been produced by your agency, hopefully, the silver halide masters have been stored in a separate location from the diazo copies, and one set will not have been affected by the disaster. If this is the case, damaged copies can be listed, discarded and replaced later. Master sets will need to be sent to a film-reprocessing lab to be cleaned and dried. If they are wet, they should be packaged in containers of cold clean water and sent for reprocessing.

Because most microforms are a light-sensitive emulsion on a film base, they should be salvaged as for photographs and negatives.

Magnetic media

Magnetic formats (like microforms) may have copies housed elsewhere. The existence of any copies should be checked before salvage is attempted.

Magnetic media should be air-dried as soon as possible. If the material is soaked from the disaster, but cannot be dried within 24 hours, it should be immersed in clean cold water, until it can be dried. It should not be frozen or freeze-dried.

Reel-to-reel tapes should be left on their reels. If the reel has flanges, these can be gently separated from the reel with small wedges to enable airflow between the reel and the flange to prevent the tape sticking to the flange. If there are no flanges and the tape is only wound onto the hub, great care needs to be taken when handling the reel to ensure it doesn't collapse sideways off the hub. Always handle the reel vertically, and hang the reel by the hub to air-dry. If the tape is evenly wound, with no loose bits of tape poking out of the reel, the edges of the reel can be blotted with a lint-free cloth.

If you are lucky enough to have access to a tape cleaning machine, the partially dried reels can be run through this machine, over the cleaning tissues, but not the blades.

Audio and video cassettes should be removed from their cases. As with cine film, the cassette itself may not be wet. If it is, the tape should be removed from the cassette and treated as for reel-to-reel tape.

Floppy disks can be air-dried in their jackets if they are just damp on the outside,

but if the water has penetrated the jacket, remove the disk itself from the jacket, air-dry it, then place it in a new jacket and copy it ASAP.

All magnetic media that has been through a disaster should be copied as soon as it is dry. Inherent deterioration of the media will probably have been worsened by the disaster, so the potential life span will have shortened. Any copying of floppy disks should be done on an expendable hard drive, as it is likely to be damaged by the copying process.

5. After the disaster

5.1 Cleaning up a disaster site

The aim is to return the site to its normal condition as soon as possible. Material should not be returned to the area until the risk of a repeat disaster is removed, the area has been thoroughly cleaned and dried, all repair work is completed and all shelving checked for stability and usefulness.

Clean-up measures include the following:

- washing down dirty shelving, walls and floors
- using fans and dehumidifiers to dry the area and circulate air to avoid mould growth
- carrying out regular temperature and relative humidity checks, and not returning material to the area until the temperature and relative humidity have stabilised at acceptable levels for at least a week - wet concrete will take longer than expected to dry out, particularly under any remaining floor covering, shelving units and in stagnant corners.

5.2 Reshelving treated records

The aim is to return treated records to the rehabilitated disaster site. This is a good time to consider improving the shelving arrangement. The material may well take up more space than previously as there will have been swelling of the material as a result of being wet. Extra space may need to be found.

Temperature and relative humidity should be checked regularly for at least 12 months in case the records or the room was not sufficiently dry when the room was reoccupied. They may give off more moisture, which could result in mould growth.

If it hasn't already been done, archived material should either be given new boxes, or be boxed for the first time. Current files could be given new file covers if the legibility of information has been affected.

Orders should be made for replacement books, microforms etc.

5.3 Reporting

Reporting is a significant component of the response to a disaster. You should try to keep an adequate record of the emergency so that improvements can be made to prevent similar emergencies occurring in the future, or to make the response to any subsequent ones more efficient.

Agencies should maintain a register of significant emergencies, consisting of a sheet for each occurrence, recording the following information as applicable:

- date/time/duration
- location
- nature
- cause
- a description of the effect on:
 - people (ie staff and visitors)
 - records
 - business function
 - buildings
 - other property

- a description of how the occurrence was dealt with
- and recommendations for future incidents and changes to the Disaster Recovery Plan.

Thank you notes should be sent out to all businesses and departments that provided resources and assistance during the recovery.

Further reading

Australian Archives, Technical Training, Scheme Disaster Preparedness and Disaster Recovery, AGPS, 1994.

CAVAL Ltd, Disaster in Libraries, CAVAL Ltd, Camberwell, 1988

CAVAL Ltd, Lessons from Leningrad! A Simulated Disaster, Briefing Notes, CAVAL Ltd, Camberwell.

Conservation On Line web site <http://palimpsest.stanford.edu/> This website contains a section on Disaster Preparedness and Recovery with extensive and up-to-date information on disasters and dealing with them.

National Library of Australia web site <http://www.nla.gov.au/policy/disaster.html> has their full Disaster Preparedness plan available for viewing.

Appendix A - Categories of emergency contact information

Staff - State Office

- State Director
- Fire Wardens
- Security Officer
- Emergency Committee
- Section Heads
- National Archives

Staff - National Office

- Director-General
- Assistant Directors-General
- Directors
- Assistant Directors

External emergency services

- Fire Brigade
- Ambulance
- Australian Federal Police
- State or Territory police
- Building maintenance company
- State Emergency Service
- Water and sewerage
- Electricity
- Security service company
- Air conditioning maintenance company
- Lift service

External expertise and equipment

- Equipment hire
- Refrigerated vans
- Freezing facilities
 - Blast freezer
 - Freezer storage
- Fumigation facilities
- Photographic laboratory
- Pest control
- Transport services
- Other organisations that can supply special assistance

Appendix B - Emergency contacts

This should include the Emergency Committee, the Emergency Response Team, Central Office and Emergency Services.

Table 3: Emergency contacts

Emergency Responsibility/ Expertise	Name and Title	Address	Phone B/H	Phone A/H
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Appendix C - Conservators

Table 4: Conservators

Expertise	Name and Title	Institution/Address	Phone B/H	Phone A/H
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Appendix D - Equipment and materials

Table 5: Equipment and materials

Item	Location	Quantity
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Appendix E - Priority records

Table 6: Priority records

Item	Location	Quantity
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Appendix F - Layout plans

Make a folder containing the layout plans of your building(s). Keep these with your other emergency lists.

Appendix G - Hazardous chemical list

Table 7: Hazardous chemical list

Name	Location	Quantity	Hazard data sheet (yes/no)
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Appendix H - Damage list

Table 8: Damage list

Date	Location	Item number	Crate number	Condition	Treatment
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