

# Collections Disaster Recovery Manual

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University of British Columbia Library

November 19, 2013

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# I. Primary Emergency Procedures

<p>Remain Calm Human Safety Comes First</p>
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**This manual is for recovering collections after a disaster.**

**For events involving:**

- Threats to Personal Safety
- Fire
- Earthquake
- Hazardous Materials

**Follow all instructions in the UBC red flip guide:**

**Emergency procedures & information**

**UBC Dept. of Health, Safety & Environment**

**(May 2007)**

**<http://emergency.ubc.ca>**

## A. For Major Events

Do not enter the area until the facility manager or DEO has deemed the area safe.

This usually involves more than 200 volumes.

### Initial Steps:

1. Evacuate patrons and staff from affected areas to ensure everyone's safety.
2. Notify Building Operations Service Centre Maintenance Requests (**604-822-2173**).
  - a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
  - b. They will alert your building's Facility Manager.
3. Contact the Library Facilities Coordinator (**Richard Moore (604) 822-3858**).
4. Notify the Director of Emergency Operations (**Jean-Paul Eidsvik 604-822-5903**).
5. If necessary, notify Campus Security (**604-822-2222**) and ask for assistance in securing the area.

## B. For Minor Events

The following steps should be taken in the event of a collections emergency that can be handled on the premises and does not pose a threat to human safety. This usually involves fewer than 200 volumes.

### Initial Steps:

1. Notify Building Operations Service Centre Maintenance Requests (**604-822-2173**).
  - a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
  - b. They will alert your building's Facility Manager.
2. Contact the Library Facilities Coordinator (**Richard Moore (604) 822-3858**).
3. Notify Collections Recovery Coordinator (**Alvan Bregman 604-822-5038**).
4. Report the incident on the Preservation Incident Form:  
<http://techserv.library.ubc.ca/divisions/preservation/preservation-forms/preservation-incident-form/>

## II. Emergency Numbers Quick Reference

### ***Building Operations and Construction***

#### **Building Operations Service Centre**

Emergency Tel: 604-822-2173

Non-emergency online customer request form:

<http://wapi.lbs.ubc.ca/cr/customer%20request/customerrequest.aspx>

Email: [servicecentre.buildingops@ubc.ca](mailto:servicecentre.buildingops@ubc.ca)

### ***Campus Security***

#### **Emergency Number and Dispatch**

Tel: 604-822-2222

Non-emergency: 604-822-8609

Fax: 604-822-3541

### ***Collections Recovery Coordinator (CRC)***

#### **Alvan Bregman**

Head, Technical Services

Technical Services

Tel: 604-822-5038

Cell: **TBA**

Email: [alvan.bregman@ubc.ca](mailto:alvan.bregman@ubc.ca)



## **Director of Emergency Operations (DEO)**

### **Jean-Paul Eidsvik**

Interim Director, Finance and Facilities  
Tel: 604-822-5903  
Cell: **TBA**  
Email: jean-paul.eidsvik@ubc.ca

### **[Deputy Director:]**

Richard Moore  
Facilities Coordinator  
Tel: (604) 822-3858  
Cell: **TBA**  
Email: richard.moore@ubc.ca

## **Facilities Managers**

### **Rob MacDonald, Mgr (Teal Zone)**

David Lam Library  
Education Library  
I.K. Barber Centre  
Koerner Library  
Law Library  
Xwi7xwa Library

Tel: 604-822-8832  
Cell: 604-916-7584  
Fax: 604-822-2334  
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### **Chris Skipper, Mgr (Yellow Zone)**

Asian Library  
Music Library

Tel: 604-822-1940  
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Fax: 604-822-2334  
Email: chris.skipper@ubc.ca

### **Mike Devolin, Mgr (Green Zone)**

Woodward Biomedical Library

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Fax: 604-822-2334  
Email: mike.devolin@ubc.ca

### **III. Introduction**

The purpose of the Disaster Recovery Manual for the University of British Columbia Library is to minimize collection loss in the event of a disaster. A disaster is defined here as any event causing damage or disarray to a library collection housed at any UBC Library branch. The most common and destructive force that affects libraries is water. This and other kinds of damage may occur as a result of a flood, fire, earthquake or other event.

In June 1998, the Library Processing Centre and Koerner Library both experienced floods. The cost of restoring the damaged collections was greater than \$100,000.00. These two disasters were caused by mechanical failures and the severe damage afflicted to the collections occurred in a relatively short amount of time. A major earthquake is predicted to hit Vancouver in the future and it will almost certainly trigger a significant disaster in the UBC Library network.

This manual was produced in an attempt to provide some immediate assistance in the event that a disaster occurs. All staff are encouraged to familiarize themselves with the contents of this manual, make suggestions where clarification or expansion is needed, and above all to treat the matter with the concern it deserves. Additional sources used in the creation of this document, and that may be consulted for further information when time permits, are cited in the bibliography.

This manual will not answer every question that may arise and not all possible subjects are touched upon. It is limited to procedures for removal and salvage of library materials. This manual does not cover human health and safety. Useful additions will be incorporated as future supplements and consistent updates of contact people and telephone numbers will be scheduled annually.

Copies of this manual will be stored at each UBC Library branch as well as at an off-site location determined by the Director of Emergency Operations.

## **IV. Activating Disaster Response**

In the case of a major collections disaster, after primary emergency procedures have been followed, the DEO will activate disaster response.

If the DEO cannot be reached, the first responder or designate should call the deputy DEO.

If neither the DEO nor the deputy DEO can be reached, the first responder should call any other member of the disaster response team (see below).

### **A. Director of Emergency Operations (DEO)**

In the event of a disaster, the Director of Emergency Operations (DEO) is the first person to contact. The DEO, working with the Disaster Response Team is responsible for overall disaster response coordination, recovery operations, allocation of resources and major decision-making in the Library.

From first response through to rehabilitation and post-disaster planning, the DEO's authority takes precedence over all routine lines of command within the Library.

### **B. Disaster Response Team (DRT)**

The Disaster Response Team (DRT) consists of the Director of Emergency Operations (DEO), a Deputy Director of Emergency Operations (DDEO) and 6 coordinators (or their designates), each with defined duties. The DEO and DDEO may also act in a coordinator's role within the DRT.

## **DRT Members:**

Director of Emergency Operations	<b>Jean-Paul Eidsvik</b>
Deputy Director of Emergency Operations	
Administration Coordinator	<b>Alicia Munro</b>
Collections Recovery Coordinator	<b>Alvan Bregman</b>
Building Recovery Coordinator	<b>Richard Moore</b>
Communications Coordinator	<b>Linda Ong</b>
Computer Systems Coordinator	<b>Rue Ramirez</b>
Documentation Coordinator	<b>Jo Anne Newyear-Ramirez</b>

The team works to administer the entire disaster recovery process. Specific responsibilities of the DRT members are detailed in **Disaster Response Administration** of this manual. The following steps should be taken to respond to a disaster.

### **C. Initial Actions of the DEO and DRT**

<p>The DEO will decide will decide when it is safe to begin recovery operations.</p>
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The DEO will decide whether the recovery operations will be handled in-house, by an outside firm, or by a combination of in-house and outside personnel. Members of the DRT will undertake their duties in a coordinated operation of recovery.

After a major disaster, it is more than likely that an outside firm must be called to handle heavy or dangerous work or to deal with specific damaged materials. In this situation, library staff roles in the recovery operation will be limited.

## **The DRT will set priorities based on:**

- The character and degree of damage
- The types of materials involved
- The kind of damage which has occurred (clear water, dirty water, smoke, etc.)
- The salvage criteria which have been established for the area affected.

## V. Disaster Response Administration

The Disaster Response Team (DRT) works under the Director of Emergency Operations (DEO) to manage disaster recovery operations. The DEO is appointed by the University Librarian. The DEO will appoint appropriate Library staff to the other positions on the DRT.

The responsibilities of each member of the DRT, including the DEO, are described below, along with notes on the specific duties assigned to each member.

### A. Director of Emergency Operations

Overall Disaster coordination, allocation of resources and decision-making rests with the Director of Emergency Operations (DEO).

From response through to rehabilitation and post-disaster planning, the DEO's authority takes precedence over all routine lines of command.

#### Responsibilities:

- Serves as head of the Disaster Recovery Team (DRT).
- Functions as chief liaison officer with the Library and University administration, and with external authorities and services.
- In conjunction with Campus authorities, ensures that the disaster scene is safe and stable prior to the start of recovery operations.
- Maintains overall responsibility for and management of the disaster scene for purposes of recovery. This includes overseeing and coordinating those responsible for the response, recovery and rehabilitation strategies and operations in conjunction with any ongoing service delivery.
- Authorizes access to affected areas for salvage process. (See **Access Control**, below.)
- Establishes recovery command center.

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- Assesses and records extent of damage. (See **Record Keeping**, below.)
- Based on assessment of the disaster scene, requests labour, supplies, equipment and services needed for recovery, and allocates all resources.
- Arranges for temporary premises for Library staff, including but not limited to workspaces, telephone, computers, etc.
- Arranges for transportation, housing, etc., of damaged materials.
- Determines overall allocation of personnel and other resources.
- Oversees training of DRT officers and recovery crews.
- Handles insurance and liability issues related to the disaster. (See **Insurance**, below).
- Oversees return to normal operations.

The Director may designate a Deputy at his or her discretion, and that Deputy will act as the Director in all matters.

## Access Control

Following a disaster, access to library buildings must be authorized by the DEO. Only authorized personnel will be permitted to enter the affected area. Security officers will be designated to control entry.

The DEO will arrange for any keys or identification tags which recovery team members may require. The Library Facilities Office, through the Building Recovery Coordinator, can generally create staff cards or temporary ID tags.

The DEO will arrange for his/her own desk and work space close to the scene of operations and will be reachable by telephone, email or walkie-talkie.

All contact with the news media will be coordinated by the Communications Coordinator in conjunction with the Public Affairs Office. **No one else should respond to media queries of any type.**

## Insurance

Insurance coverage is based on an annual evaluation by librarians, intended to provide for the rebuilding of a collection equal in value to the one destroyed.

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Bound volumes, unbound issues of periodicals, maps, microforms, films and other types of library material are assigned unit values. The number of destroyed items of a particular type multiplied by the unit value equals the claimed loss. The unit value varies with the collection and type of format of the material.

UBC is a subscriber to the Canadian Universities Reciprocal Insurance Exchange (CURIE - <http://www.curie.org/drupal/>). CURIE provides property and casualty insurance coverage to 55 Canadian Universities.

A detailed schedule in the form of a spreadsheet was submitted to the Risk and Insurance Manager in 2005. The schedule contains information about all aspects of the library's general collection and facilities. The UBC Treasury updates the general collection spreadsheet with the UBC Library Finance Director once a year. The Risk and Insurance Manager should be contacted to make any claims.

UBC's deductible is \$250,000.

Rare Books & Special Collections is insured separately through a fine arts insurer and the collection information is updated by the RBSC Library Head as materials are acquired. The RBSC Head should be contacted for further information regarding insurance.

## Record Keeping

Accurate records must be kept during the post-disaster period. The DEO should work with the Documentation Coordinator to create and maintain insurance-related records. The records should take the following into account:

- Volumes (or equivalents) destroyed
- Volumes (or equivalents) rescued for salvage
- Equipment destroyed
- Furnishings destroyed
- Fixtures destroyed
- Transportation costs incurred
- Costs incurred for replacement of records
- Costs for professional services employed
  - Clean up



- Storage
- Restoration of materials

Certain costs may or may not be ultimately claimable, but they should be recorded for possible later inclusion in the insurance application. They include those expenses which relate to successful future operation of the library:

- Telephone/Fax/Envoy, etc. charges
- Interlibrary loan charges
- Photocopying
- Loss of normal sources of revenue

## **B. Administration Coordinator**

### **Responsibilities:**

- Works closely with the DEO and provides assistance to him/her where required.
- Operating out of command post, coordinates budget and supply.
- Tracks personnel and accounts for time spent on disaster response, salvage and recovery operations.
- Maintains an active register of who is working where and when.
- Authorizes all payments and signs vouchers for supplies, equipment and services, from on-campus or outside vendors.
- Coordinates ordering, receipt and distribution of supplies, equipment and services.
- Assists and coordinates with other members of the DRT.

### **Emergency Purchase Orders**

In case of a major disaster, UBC Supply Management should be called (See **Appendix : University Units and Contacts**). They will initiate any necessary emergency purchase orders.

The University Librarian, the Associate University Librarian for Public Services, the Director of Finance and Facilities, and the UBC Collections Accounting and Budget Division have signing authority for all library accounts.

## C. Collections Recovery Coordinator

### Responsibilities:

- Assesses damage to collections and records, and determines recovery and rehabilitation strategies.
- Consults with the *Building Recovery Coordinator* and *Computer Systems Recovery Coordinator* of the sequence and methods of collections recovery, and coordinates needed activities.
- Consults and/or contracts (after approval of DEO) as necessary with professional conservators or private conservation companies for the physical treatment of library materials.
- Designates treatment areas onsite or offsite, in conjunction with the DEO.
- Establishes action priorities for collections recovery and rehabilitation.
- Establishes triage priorities for affected materials after consulting branch heads and branch triage lists. (See **Branch Specific Information: Disaster Triage List**)
- Determines requirements for collections-related supplies, equipment and services.
- Organizes teams of workers, consisting of library staff and/or volunteers, to aid in the recovery and rehabilitation process.
- Supervises pack-out teams.
- Supervises in-house cleaning, drying and other collections-related salvage treatments.
- Oversees operations of collections-related external services.
- Conducts on-site salvage training for staff and volunteers.

- Maintains list of contacts for collections-related supplies, equipment and services.  
(See **Appendix : Supplies, Services & Equipment Contacts**)
- Assists and coordinates with other members of the DRT.

## **D. Building Recovery Coordinator**

### **Responsibilities:**

- Estimates damage to facility, utilities and systems, and determines recovery and rehabilitation strategies.
- Records known losses of physical assets and equipment.
- Maintains security of the building and collections.
- Establishes action priorities for facility recovery and rehabilitation.
- Determines requirements for building-related supplies, equipment and services.
- Consults with the *Collections Recovery Coordinator* and the *Computer Systems Coordinator* of the sequence and methods of building recovery, and coordinates needed activities.
- Sets up the command post, including communications equipment.
- Works closely with DEO to determine building access, safety and security, and ensure that all those involved in recovery operations have a safe working environment.
- Manages operations of command post, including: signing of volunteer waiver forms; issuing waterproof name tags; arranging for food and drink in food area.
- Manages all transportation and relocation activities, including removal of library materials from disaster site, loading and unloading of library materials, delivery and installation of needed equipment, shipping of boxes to freezers or other storage sites.
- Organizes teams of workers, consisting of Library staff and/or volunteers, to aid in the building recovery process.

- Conducts building-related staff training.
- Issues keys and identification tags under direction of DEO.
- Oversees operations of building-related external services and closely monitors services provided by building-related UBC departments.
- Maintains contacts for building-related supplies, equipment and services. (See **Supplies, Services & Equipment Contacts**)
- Maintains a set of up-to-date floor plans for each library branch for inclusion in the Disaster Recovery Manual. (See **Branch Specific Information : Floor Plans**)
- Assists and coordinates with other members of the DRT.
- Contacts and maintains information updates to Land and Building Operations Facilities Managers (see **University Units and Contacts - Facilities Managers**)
- Checks and maintains the ASRS and the Surrey Warehouse.

## **E. Computer Systems Recovery Coordinator**

### **Responsibilities:**

- Estimates damage to hardware, software, telecommunications, etc., and determines recovery and rehabilitation strategies.
- Makes final decisions on salvage of systems-related equipment.
- Coordinates re-establishment of systems operations, access to e-resources, etc.
- Conducts systems-related staff and volunteer training.
- Determines requirements for systems-related supplies, equipment and services.
- Maintains contacts for external systems-related supplies and services. (See **Appendix : Supplies, Services & Equipment Contacts**)

- Consults with the *Building Recovery Coordinator* and the *Collections Recovery Coordinator* on the sequence and methods of systems recovery, and coordinates needed activities.
- Oversees operations of systems-related external services.
- Assists and coordinates with other members of the DRT.

## **F. Communications Coordinator**

### **Responsibilities:**

- Works closely with the DEO to keep stakeholders informed regarding a disaster within the UBC Library system.
- Manages internal communication in all forms to DRT members and the Library staff at large.
- Manages external communication in all forms to users, external emergency providers, UBC staff, etc.
- Works with *Building Recovery Coordinator* in design, set-up and operation of a communications centre.
- Determines requirements for communications-related supplies, equipment and services.
- Supervises communications-related staff training.
- Deals with all media inquiries.
- Arranges media announcements.
- Receives and disseminates information from reports provided by DEO.
- Organizes and supervises a team of workers, consisting of Library staff and/or volunteers, to aid in the communication process.
- Solicits volunteers to help with recovery as requested by the DEO.
- Thanks and acknowledges people who have participated in the recovery.
- Assists and coordinates with other members of the DRT.

## **Notes on Communication (See Appendix : Handling PR)**

Do not release information regarding a disaster to the public without the express permission of the DEO or the Public Affairs Office. If you are unsure whether to release any information you possess, contact the Public Affairs Office (See **Appendix : University Units and Contacts – Public Affairs Office**).

The Communications Coordinator must be knowledgeable about all current forms of communication available, such as telephone, fax, email, radio, text messaging, instant messaging and social media.

Consider acquiring walkie-talkies for internal communication onsite. Since these do not rely on the building's power, telephone lines or cell phone towers, they are an ideal way to communicate during and after a disaster. If walkie-talkies are not found in the Disaster Kit, Campus Security and Safewalk currently use radios in their daily operations and may be of assistance (See **Appendix : Supplies, Services & Equipment Contacts – Radios (2-way / walkie-talkies)**).

The campus radio station, CiTR, may also be contacted to distribute information to the university at large. Contact the station manager for more information (see **Appendix : University Units and Contacts – Radio Stations**).

UBC may allow the Library to use its Emergency Messaging Notification system which text messages students, staff and faculty that have signed up to the program regarding emergencies on campus.

## **G. Documentation Coordinator**

### **Responsibilities:**

- Works with DEO and other DRT members to record decisions made and actions taken during recovery operations.
- Manages technical services operations related to identifying and recording the status of affected materials.
- Oversees documentation, in photographs and in writing, concerning:

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- the nature and extent of damage to collections, facilities, equipment and furnishings, especially for insurance purposes, in conjunction with *Building Recovery Coordinator*.
- actions taken during recovery, salvage, rehabilitation and restoration operations, including relocation of collections and records, treatments performed, etc., in conjunction with *Collections Recovery Coordinator*.
- staff and volunteer training operations.
- Determines requirements for documentation-related supplies, equipment and services.
- Maintains records on all damaged materials for evaluation and insurance purposes.
- Oversees operations of documentation-related external services.
- Assists and coordinates with other members of the DRT.
- Organizes a team of workers, consisting of Library staff and/or volunteers, to aid in the documentation process.

## Notes on Documentation:

The Documentation Coordinator should develop a procedure for the rapid identification of materials to be salvaged and relocated elsewhere following a disaster. This identification will be required for insurance purposes. In addition, the Library must know the location of what has been saved for operational reasons. Keep in mind, the following are only suggested procedures. Proceed as the situation demands and use your own experience and common sense while making decisions.

The pre-1978 shelf list for the entire UBC collection was microfilmed several years ago for reference in the event of a disaster in the processing divisions. Online records are backed up remotely on a daily, weekly, and monthly rotation. However, extracting the older records from the unified microfilm record would be a massive job.

**It is essential for any division which maintains its own shelf list to ensure that it is protected from water and removed if it faces destruction from fire.**

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Because it is impractical to attempt an item-by-item identification by call-number of rescued volumes, each stack range in all libraries should be numbered, and the range of call-numbers shelved within those stacks recorded. This information will be entered into a computer and amended as book relocations occur. A floor plan for each library summarizing this information will be produced and housed both in the division and centrally for safekeeping.

At the time of salvage, volumes rescued will be processed in batches and assigned the range number from which they were taken. Matched to the shelf list, it will then be possible to determine broadly which collections were saved. Similarly, comparing the numbers of volumes saved with those indicated by the shelf list will indicate the scope of what was destroyed in numbers. (If call-numbers remain legible on volumes deemed unsalvageable, a precise listing of what was lost can be assembled after those salvaged have been dealt with.)

Reminder: take photographs. A disposable camera can be found in the Disaster Kit. If the disaster is widespread, professional photographers may be needed. In that case, contact UBC Public Affairs Photography Services. (See **Appendix : Supplies, Services & Equipment Contacts – Photography.**)

Records should take the following into account for insurance purposes:

- Volumes (or equivalents) destroyed
- Volumes (or equivalents) rescued for salvage
- Equipment destroyed
- Furnishings destroyed
- Fixtures destroyed
- Transportation costs incurred
- Costs incurred for replacement of records
- Costs for professional services employed
  - Clean up
  - Storage
  - Restoration of materials

The Documentation Coordinator will turn over copies of records created on an as needed basis to the DEO so that he/she can successfully file the insurance claim.



## VI. Water Incident Collection Response Procedures

### A. For Major Events Involving Water

Do not enter a flooded area until maintenance and service electricians have disconnected the electricity—there is extreme danger of shock and electrocution.  
This usually involves more than 200 volumes.

#### Initial Steps:

1. Evacuate patrons and staff from affected areas to ensure everyone's safety.
2. Notify Building Operations Service Centre Maintenance Requests (**604-822-2173**).
  - a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
  - b. They will alert your building's Facility Manager.
3. Contact the Library Facilities Coordinator (**Richard Moore (604) 822-3858**).
4. Notify the Director of Emergency Operations (**Jean-Paul Eidsvik 604-822-5903**).
5. If necessary, notify Campus Security (**604-822-2222**) and ask for assistance in securing the area.

## B. For Minor Events Involving Water

The following steps should be taken in the event of a water emergency that can be handled on the premises and does not pose a threat to human safety.  
This usually involves fewer than 200 volumes.

### Initial Steps:

1. Notify Building Operations Service Centre Maintenance Requests (**604-822-2173**).
  - a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
  - b. They will alert your building's Facility Manager.
2. Contact the Library Facilities Coordinator (**Richard Moore (604) 822-3858**).
3. Notify Collections Recovery Coordinator (**Alvan Bregman 604-822-5038**).
4. Report the incident on the Preservation Incident Form:  
<http://techserv.library.ubc.ca/divisions/preservation/preservation-forms/preservation-incident-form/>

<b>Water from above:</b>	<b>Water from below:</b>
<ol style="list-style-type: none"><li>1. Cover the stacks with the plastic sheeting from your emergency supplies. Extend cover to protect nearby items that might be affected if the condition spreads.</li><li>2. Remove items from shelves to clean, dry area.</li></ol>	<ol style="list-style-type: none"><li>1. Remove items from affected or threatened shelves—including higher and nearby items that might be affected if the condition spreads—to a clean, dry area or to higher shelves.</li></ol>

## C. Area Recovery Operations

Once the primary procedures have been completed, begin the secondary procedures with the assistance of the building's facility manager.

### Determining Source of Water







In dealing with any situation involving water, it is important to determine the source of the water involved.

Different types of water cause different types of damage and pose different degrees of threat to both Library staff and materials. Water may also obscure live electrical equipment or circuits in the affected area.

Treat all incidents involving water with suspicion. Do not act until you are sure that the area is safe.

The following table illustrates the likely sources of water in a library building and their attendant hazards:

Water Source	Heat	Dirt	Sewage	Other Contaminants
Domestic Water	✓			
Domestic Sewer			✓	✓
Heating System	✓			✓

<b>Fire Sprinkler</b>				
<b>Leaks (Rain)</b>				
<b>Groundwater</b>				

If dealing with a contaminated water situation (dirt, sewage or other contaminants), wear protective clothing when handling affected materials.

## Control the Environment

1. Make every effort to reduce the temperature of the affected area to 18°C (65°F) or lower.
  - a. Open doors and windows if necessary.
  - b. Turn off the heat unless there is a danger of water pipes freezing.
2. Pump out standing water.
3. The relative humidity (RH) in the area should be 50% or lower. Try to reduce the humidity using dehumidifiers (See Collections Disaster Recover Manual Appendix B: Dehumidifiers).

**Note: Raising the temperature will not reduce the humidity.**

4. Ensure that air circulates.
  - a. Use fans and remove plastic sheeting from shelves once the water hazard has passed.
  - b. Custodial Assistance (via “Building Operations Service Centre Maintenance Requests”), can supply fans and begin clean-up.
5. Obtain thermometers and hygrometers to monitor the environment (See Collections Disaster Recover Manual Appendix B: Humidity Sensors).

## D. Materials Recovery Operations

Once the water has been contained begin these disaster recovery operations.

### Process Overview

The disaster recovery process will follow four basic steps:

1. Remove materials from stacks to a safe, dry area.
2. Decisions on retention and treatment of affected materials.
3. Initial and in-house treatment.
4. Transfer or discarding of materials as applicable.

### General Guidelines

- Materials should be removed from standing water as soon as possible.
  - Paper-based items will incur further damage as water wicks into the paper.
  - Also, removing wet materials will help to reduce the relative humidity.
- After following the removal order in Section IV C (Removal of Damaged Materials), treat the wettest materials first and then the partially wetted, followed by the damp.
  - If materials higher up on the Disaster Triage List (See Collections Disaster Recover Manual Appendix F) are affected, these items may need to be given first priority.
- Treatment of wet paper-based items should be given priority over wet film or magnetic tape (except if the film or tape has been contaminated by sewage, mud, sea water, etc.)
- Wet coated paper must not be allowed to dry.
  - These items must be frozen immediately in order to be salvaged (See Section VI for further treatment information).

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- Wet photographs and magnetic tapes must not be allowed to dry (See Section VI for further treatment information).
- Wet items should not be piled or stacked as the excess weight caused by the water will damage the materials further.
- Do not write directly on wet materials.
  - Also, do not use staples, paper clips, adhesives or pressure-sensitive tapes.

*Note: Portions of this section were taken from An Ounce of Prevention by Wellheiser and Scott.*

## E. General Treatment

### Air Drying

Air drying of wet materials is possible if numbers are modest and a large number of staff is available. Desirable drying conditions are 30 – 35% relative humidity with a temperature of 21 - 25°C (70 - 77°F). Mechanical air circulators should be kept running constantly.

1. It is preferable to dry books by carefully opening them and standing them on their ends.
2. Sheets of blank newsprint may be placed between the fly-sheets and covers, which usually contain the most moisture. Elsewhere interleaving should be commenced initially about every 25 pages, the sheets changed as often as thought necessary. **Interleaving should not exceed one-third the total thickness of the book.**
3. If book jackets have been laminated and attached to volumes for cosmetic purposes they should be removed and discarded. Undetected amounts of moisture they may harbour can cause later warping and moulding of the book covers.

### Vacuum Drying

This is a possible treatment both as a first process or following freezing. It is time consuming and therefore a costly procedure and should not be used for water logged material as too rigorous water extractions may be damaging.

UBC has used the firm of Belfor in the past (See Appendix : Emergency flood & fire restoration).

### Cleaning & Washing

Ideally, cleaning should be done before freezing occurs. However, it should be postponed if freezing the bulk of the affected material is delayed.

1. Mud deposits on material which will not be further damaged by water may be washed off in clean, cool running water, **but must not be attempted with opened books.**
2. Do not use force to remove difficult dirt; this is better left until the books have been dried. Instead, hold each volume in turn under water, removing as much mud/soot as possible with a sponge using a gentle, dabbing motion.
3. If a more thorough cleaning procedure is required, a series of 6-8 tanks (possibly garbage cans) each with its own source of running water should be set up in a well-drained area.
4. Books should be passed from tank to tank with the same gentle sponging operation being repeated in each tank.
5. They should then be rinsed with a fine spray of clean water.
6. After the books have been washed, some of the excess water may be squeezed out manually. **Use your hands only – do not use mechanical presses.**

## Freezing

Freezing is an effective way of suspending mould growth and the diffusion of water-soluble components in books. For minor events, books can be frozen in freezers in Irving K. Barber Centre and then sent for conservation treatment.

If the quantity of wet library books is larger than can be completely salvaged within the next 12 hours, it should be frozen without delay. Priority will be given to the most valuable items.

General Priority for Freezing:

- Materials which have already developed mould
- Leather and vellum-bound volumes
- Materials on coated stock
- Photographic prints
- Journal and monograph volumes



## **F. Special Materials Treatment**

### **Leather & vellum bindings**

- Immediately dry; or freeze if there are many books.
- Do not open or close, do not separate covers.
- Separate with freezer paper and pack spine down in a milk crate or a cardboard box, one layer deep.
- Air dry.

### **Books & periodicals with coated papers**

- Immediately freeze or dry.
- Do not open or close, do not separate covers.
- Keep wet and pack spine down in containers lined with garbage bags.
- Freeze drying is preferred. Air dry by fanning pages and interleaving.

## Salvage at a Glance

	<i>Material</i>	<i>Priority</i>	<i>Handling Precautions</i>	<i>Packing Method</i>	<i>Drying Method</i>
<b>Paper Documents &amp; Manuscripts</b>					
	<b>Stable media</b>	Freeze or dry within 48 hours.	Don't separate single sheets.	Interleave between folders and pack in milk crates or cartons.	Air, vacuum, or freeze dry.
	<b>Soluble inks</b> (felt pens, coloured pens, ball point pens)	Immediately freeze or dry.	Do not blot.	Interleave between folders and pack in milk crates or cartons.	Air or freeze dry.
<b>Maps &amp; Plans</b>					
	<b>Stable media</b>	Freeze or dry within 48 hours.	Use extra caution if folded or rolled.	Pack in map drawers, bread trays, flat boxes, on heavy cardboard or poly covered plywood.	Air or freeze dry.
	<b>Soluble media</b> Maps and plans by photoreproductive processes Hand coloured maps	Immediately freeze or dry.	Do not blot.	Interleave between folders and pack as above.	Air or freeze dry.
	<b>Drafting linens</b>	Immediately freeze or dry.	Avoid pressure - inks can smear away.	Pack like maps in containers lined with plastic.	Air or freeze dry. Air dry by separating sheets and interleaving.
	<b>Maps on coated papers</b>	Immediately freeze or dry.		Pack like maps in containers lined with plastic.	Freeze drying preferred.
<b>Books</b>					
	<b>Books and pamphlets</b>	Freeze or dry within 48 hours.	Do not open or close, do not separate covers.	Separate with freezer paper, pack spine down in milk crate or cardboard box 1 layer deep.	Air, vacuum, or freeze dry.
	<b>Leather and vellum bindings</b>	Immediately dry; or freeze if many books.	Do not open or close, do not separate covers.	Separate with freezer paper, pack spine down in milk crate or cardboard box 1 layer deep.	Air dry.
	<b>Books and periodicals with coated papers</b>	Immediately freeze or dry.	Do not open or close, do not separate covers.	Keep wet; pack spine down in containers lined with garbage bags.	Freeze drying preferred. Air dry by fanning pages and interleaving.

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<b>Parchment &amp; Vellum Manuscripts</b>					
		Immediately freeze or dry.		Interleave between folders. Pack oversize materials flat.	Air or freeze dry. Do not freeze dry gilded or illuminated manuscripts.
<b>Works of Art on Paper</b>					
	<b>Prints and drawings with stable media</b>	Freeze or dry within 48 hours.	Don't separate single sheets.	Interleave between folders and pack in milk crates or cartons.	Air, vacuum, or freeze dry.
	<b>Oversize prints and drawings</b>	Freeze or dry within 48 hours.	Use extra caution if folded or rolled.	Pack in map drawers, bread trays, flat boxes, on heavy cardboard or poly covered plywood.	Damp - air or freeze dry. Wet - freeze drying preferred.
	<b>Framed prints and drawings</b>	Freeze or dry within 48 hours.	Handle with care - glass.	Unframe if possible, then pack as above.	Once unframed and unmatted, air or freeze dry.
	<b>Soluble Media</b> Watercolors, soluble inks, and hand colored prints	Immediately freeze or dry.	Do not blot.	Interleave between folders and pack in milk crates or cartons.	Air or freeze dry.
	<b>Coated papers</b> (e.g., posters)	Immediately freeze or dry.		Keep wet in containers lined with garbage bags.	Freeze drying preferred. Air dry by separating pages and interleaving.
<b>Paintings</b>					
		Immediately dry.	Drain and carry horizontally.	Face up without touching paint layer	Air dry. See Instructions.
<b>Computer Media</b>					
	<b>Tapes</b>	Immediately rinse off tapes soaked by dirty water. Dry within 48 hours if paper boxes and labels; otherwise, tapes can stay wet for several days. Do not freeze.	Do not touch magnetic media with bare hands. Handle open reel tapes by hubs or reel.	Keep tapes wet in plastic bags. Pack vertically in plastic crate or tub.	Air dry or test vacuum drying without heat.
	<b>Floppy Disks</b>	Immediately pack. Do not freeze.	Do not touch disk surface with bare hands.	Keep wet. Pack vertically in plastic bags or tubs of cold water.	Air dry.
<b>Compact Discs &amp; CD ROMs</b>					
		Immediately dry discs. Dry paper enclosures	Do not scratch the surface.	Pack vertically in crates or cardboard cartons.	Air dry.

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		within 48 hours.			
<b>Sound and Video Recordings</b>					
	<b>Sound and Videotapes</b>	Immediately rinse off tapes soaked by dirty water. Dry within 48 hours if paper boxes and labels; otherwise, tapes can stay wet for several days. Do not freeze.	Do not touch magnetic media with bare hands.	Keep tapes wet in plastic bags. Pack vertically in plastic crate or tub.	Air dry or test vacuum drying without heat.
	<b>Shellac and Acetate Discs</b>	Immediately dry. Dry enclosures within 48 hours.	Discs are very fragile. Hold discs by their edges. Avoid shocks.	Pack vertically in ethafoam-padded crates.	Air dry, preferably with a record cleaning machine.
	<b>Vinyl Discs</b>	Dry within 48 hours. Freezing is untested; if it is necessary, freeze at above -18&deg; C (0&deg; F). Freeze or dry enclosures within 48 hours.	Hold discs by their edges. Avoid shocks.	Pack vertically in ethafoam-padded crates.	Air dry, preferably with a record cleaning machine.
<b>Black &amp; White Prints</b>					
	<b>Albumen prints</b>	Freeze or dry within 48 hours.	Do not touch binder with bare hands.	Interleave between groups of photographs.	Air dry; thaw and air dry.
	<b>Matte and glossy collodion prints</b>	Freeze or dry within 48 hours.	Avoid abrasion. Do not touch binder with bare hands.		Air dry; thaw and air dry; or freeze dry.
	<b>Silver gelatin printing out and developing out papers</b>	Freeze or dry within 48 hours.	Do not touch emulsion with bare hands.	Keep wet. Pack in plastic bags inside boxes.	Order of preference: 1) Air dry, 2) thaw and air dry, 3) freeze dry. Do not vacuum dry.
	<b>Carbon prints and Woodburytypes</b>	Immediately freeze or dry.	Handle carefully - swelling of binder.	Horizontally.	Air dry or thaw and air dry.
	<b>Photomechanical prints</b> (e.g., collotypes, photogravures) <b>Cyanotypes</b>	Freeze or dry within 48 hours.	Do not separate single sheets.	Interleave every 2" and pack in boxes or crates.	Air dry or freeze dry.
<b>Color Photographs</b>					

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	<b>Dye transfer prints</b>	Package to prevent damage - recovery rate is poor. Immediately dry.	Do not touch emulsion.	Transport horizontally.	Air dry face up.
	<b>Chromogenic prints and negatives</b>	Freeze or dry within 48 hours.	Do not touch binder with bare hands.	Keep wet. Pack in plastic bags inside boxes.	Order of preference: 1) Air dry, 2) thaw and air dry, 3) freeze dry. Do not vacuum dry.
<b>Cased Photographs</b>					
	<b>Ambrotypes Pannotypes</b>	Recovery rate is low. Immediately dry.	Handle with care - glass supports and extremely fragile binder.	Horizontally in a padded container.	Air dry face up. Never freeze.
	<b>Daguerreotypes</b>	Immediately dry.	Handle with care - fragile surface, cover glass.	Horizontally in a padded container.	Air dry face up. Never freeze.
	<b>Tintypes</b>	Immediately dry.	Handle with care - fragile binder.	Horizontally.	Air dry. Never freeze.
<b>Negatives</b>					
	<b>Wet collodion glass plates</b>	Recovery rate is low. Immediately dry.	Handle with care - glass supports and fragile binder.	Horizontally in a padded container.	Air dry face up. Never freeze.
	<b>Gelatin dry plate glass negatives</b>	Freeze or dry within 48 hours.	Handle with care - glass.	Keep wet. Pack in plastic bags, vertically in a padded container.	Air drying preferred; or thaw and air dry; freeze dry.
	<b>Deteriorated nitrates with soluble binders</b>	Immediately freeze or dry. Recovery rate may be low.	Do not blot.	Horizontally.	Air dry; thaw and air dry; test freeze drying.
	<b>Deteriorated acetates</b>	Immediately freeze or dry. Recovery rate is low.	Handle carefully - swelling of emulsion.	Horizontally.	Air dry; thaw and air dry; test freeze drying.
	<b>Polyester based film, nitrates and acetates in good condition</b>	Freeze or dry within 48 hours.	Do not touch emulsion with bare hands.	Keep wet. Pack in small plastic bags inside boxes.	Order of preference: 1) Air dry, 2) thaw and air dry, 3) freeze dry. Do not vacuum dry.

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<b>Transparencies</b>					
	<b>Lantern slides, silver gelatin</b>	Freeze or dry within 48 hours.	Handle with care - loose binding tapes and glass.	Vertically in a padded container.	Air drying preferred; thaw, and air dry.
<b>Color Transparencies</b>					
	<b>Additive color transparencies</b> (most are glass) Autochromes, Agfacolor, Dufaycolor	Package to prevent damage - recovery rate is very poor. Immediately dry.	Handle with care - loose binding tapes and glass.	Horizontally in a padded container.	Air dry. Never Freeze
	<b>Chromogenic color transparencies</b> <b>Mounted color slides and sheet films</b>	Freeze or dry within 48 hours.	Handle by mounts or edges.	Keep wet. Pack in plastic bags inside box.	Order of preference: 1) Air dry in mounts if possible, 2) thaw and air dry, 3) freeze dry. Do not vacuum dry.
<b>Motion Pictures</b>					
		Rewash and dry within 48 hours.		Keep wet. Pack in plastic pails or cardboard cartons lined with garbage bags.	Arrange with a film processor to rewash and dry.
<b>Microforms</b>					
	<b>Microfilm rolls</b>	Rewash and dry within 48 hours.	Do not remove from boxes; hold carton together with rubber bands.	Keep wet. Pack (in blocks of 5) in a cardboard box lined with garbage bags.	Arrange with a microfilm processor to rewash and dry.
	<b>Aperture cards</b>	Freeze or dry within 48 hours.		Keep wet. Pack in plastic bags inside boxes.	Air dry, or thaw and air dry.
	<b>Jacketed microfilm</b>	Freeze or dry within 48 hours.		Keep wet. Pack in plastic bags inside pail or box.	Air dry, or freeze, thaw and air dry.
	<b>Diazo and vesicular microfiche</b>	Freeze or dry within 48 hours.		Interleave between envelopes and pack in milk crates or cartons.	Air dry, or freeze, thaw and air dry.

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Published as an insert to the *WAAC Newsletter*, Vol. 19, No. 2 (May 1997), Carolyn Tallent, Editor.

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## VII. Mould Incident Collection Response Procedures

### A. For Major Events Involving Mould

Do not enter the area until the facility manager or DEO has deemed the area safe.

This usually involves more than 200 volumes.

#### Initial Steps:

1. Evacuate patrons and staff from affected areas to ensure everyone's safety.
2. Notify Building Operations Service Centre Maintenance Requests (**604-822-2173**).
  - a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
  - b. They will alert your building's Facility Manager.
3. Contact the Library Facilities Coordinator (**Richard Moore (604) 822-3858**).
4. Notify the Director of Emergency Operations (**Jean-Paul Eidsvik 604-822-5903**).
5. If necessary, notify Campus Security (**604-822-2222**) and ask for assistance in securing the area.

## B. For Minor Events Involving Mould

The following steps should be taken in the event of a collections emergency that can be handled on the premises and does not pose a threat to human safety.  
This usually involves fewer than 200 volumes.

### Initial Steps:

1. Notify Building Operations Service Centre Maintenance Requests (**604-822-2173**).
  - a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
  - b. They will alert your building's Facility Manager.
  
2. Contact the Library Facilities Coordinator (**Richard Moore (604) 822-3858**).
  
3. Notify Collections Recovery Coordinator (**Alvan Bregman 604-822-5038**).
  
4. Report the incident on the Preservation Incident Form:  
<http://techserv.library.ubc.ca/divisions/preservation/preservation-forms/preservation-incident-form/>



## C. Area Recovery Operations

Once the primary procedures have been completed, begin the secondary procedures with the assistance of the building's facility manager. If there is water present follow the Water Incident Response Procedures.

### Determining Type of Mould

Mould can be active or inactive. Mould is unlikely to be active if conditions are dry. Active mould will be fuzzy and three-dimensional. Do not bag items with active mould. Inactive mould is dry and powdery. Small quantities of items with inactive mould can be bagged.

Do not handle items with evidence of mould without proper protection. Do not begin handling large quantities of mould-infested materials until the mould has been tested and identified.

As early as possible, send a sample of the mould (or samples if more than one type is present) to a mycologist or a mould inspection agency for identification. (See Collections Disaster Recover Manual Appendix : Supplies, Services & Equipment Contacts – Mould Testing.) Most types of mould can be handled by people equipped with gloves and masks; some are more noxious, however, and demand additional precautions. Do not begin handling large quantities of mould-infested materials until the identification is complete.

### Control the Environment

Mould will begin to develop in a water damaged area within 48 hours. Temperature and humidity control are crucial in preventing mould from forming or spreading in damp or wet materials.

1. Make every effort to reduce the temperature of the affected area to 18°C (65°F) or lower.
  - a. Open doors and windows if necessary.

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- b. Turn off the heat unless there is a danger of water pipes freezing.
2. The relative humidity (RH) in the area should be 50% or lower. Try to reduce the humidity using dehumidifiers (See Collections Disaster Recover Manual Appendix : Supplies, Services & Equipment Contacts - Dehumidifiers).

**Note: Raising the temperature will not reduce the humidity.**

3. Ensure that air circulates.
- a. Use fans and remove plastic sheeting from shelves once the water hazard has passed.
  - b. Custodial Assistance (via “Building Operations Service Centre Maintenance Requests”), can supply fans and begin clean-up.
4. Obtain thermometers and hygrometers to monitor the environment (See Collections Disaster Recover Manual: Supplies, Services & Equipment Contacts - Humidity Sensors).

## D. Materials Recovery Operations

Anyone working with mould-infested materials must always wear personal protective equipment appropriate to the type of mould.

### Process Overview

The disaster recovery process will follow four basic steps:

1. Decide whether to treat materials on the shelves or remove from shelves.
  - a. If over 200 items, treat the whole room or section.
  - b. If less than 200 items, remove materials from shelves.
2. If removing from shelves, immediately transfer affected materials to an isolation room. If there is any risk of spores spreading to unaffected areas, the materials should be wrapped in plastic bags during the move. If not removing from shelves isolate the affected area so the mould does not spread.
3. Have affected areas thoroughly cleaned and sterilized, including climate control systems if possible.
4. A conservator should be consulted on the treatment and restoration of the damaged materials.

### General Guidelines

- Clear the floor first and then go to the top-most affected shelf.
  - Move in order of top to bottom for each bay and left to right for each shelf and range.

## **E. Treatment**

There are different treatments available for both active and inactive mould. Freezing and vacuuming are the most common methods. A conservator should be consulted on the treatment and restoration of the damaged materials.

## VIII. Fire Incident Collection Response Procedures

### A. For Major Events Involving Fire

Do not enter the area until the facility manager or DEO has deemed the area safe.

This usually involves more than 200 volumes.

#### Initial Steps:

1. Evacuate patrons and staff from affected areas to ensure everyone's safety.
2. Notify Building Operations Service Centre Maintenance Requests (**604-822-2173**).
  - a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
  - b. They will alert your building's Facility Manager.
3. Contact the Library Facilities Coordinator (**Richard Moore (604) 822-3858**).
4. Notify the Director of Emergency Operations (**Jean-Paul Eidsvik 604-822-5903**).
5. If necessary, notify Campus Security (**604-822-2222**) and ask for assistance in securing the area.

## B. For Minor Events Involving Fire

The following steps should be taken in the event of a collections emergency that can be handled on the premises and does not pose a threat to human safety. This usually involves fewer than 200 volumes.

### Initial Steps:

1. Notify Building Operations Service Centre Maintenance Requests (**604-822-2173**).
  - a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
  - b. They will alert your building's Facility Manager.
  
2. Contact the Library Facilities Coordinator (**Richard Moore (604) 822-3858**).
  
3. Notify Collections Recovery Coordinator (**Alvan Bregman 604-822-5038**).
  
4. Report the incident on the Preservation Incident Form:  
<http://techserv.library.ubc.ca/divisions/preservation/preservation-forms/preservation-incident-form/>

## **C. Area Recovery Operations**

Once the primary procedures have been completed, begin the secondary procedures with the assistance of the building's facility manager.

Library staff will likely be barred from entering any area which has sustained fire damage. The area may be closed for several hours or for several days, depending on the nature and extent of the damage and any subsequent investigation. If arson is suspected the area will be considered a crime scene, and only Fire Department and RCMP investigators will be allowed in. It is the responsibility of the DEO to represent the Library's interests in any discussions with the authorities.

## **Control the Environment**

Once the Fire Department has deemed that recovery work may begin, the DEO and Building Recovery Coordinator will need to work with Plant Operations to ensure that the area is structurally sound. Careful attention is required to prevent injuries caused by falling debris, exposed electrical cabling, unstable ceilings, floors, etc. The DEO should institute a "buddy system" to ensure that people work together at all times. Appropriate safety equipment will be distributed before work commences. The Administration Coordinator must maintain an accurate register of who is working where and when.

## **D. Materials Recovery Operations**

Anyone who encounters an area or situation he/she considers potentially dangerous should retreat immediately and report it to the DEO. Clear any workers out until the situation has been properly assessed.

Items in the collection will likely suffer one or more types of damage such as severe incineration, scorching or other partial heat damage, smoke and soot damage, water damage or falling damage. Appropriate care must be taken to handle items according to the type of damage they have suffered and according to their physical makeup.

**Follow the Water Incident Response Procedures for any materials with water damage.**

## **Process Overview**

The disaster recovery process will follow four basic steps:

1. Remove all wet materials from stacks to a safe, dry area.
  - a. Materials that only have smoke and/or soot damage should be handled as little as possible, ideally be left on the shelf, and vacuumed.
  - b. Sort the materials as they are removed based on the type of damage.
2. Decisions on retention and treatment of affected materials.
3. Initial and in-house treatment.
  - a. Fire damaged materials with soot or dirt should be washed in a dunk line before being packed.
4. Transfer or discarding of materials as applicable.

## **General Guidelines**

- Clear the floor first and then go to the top-most affected shelf.
  - Move in order of top to bottom for each bay and left to right for each shelf and range.
- Workers should avoid touching anything in a burned area without proper gloves for two reasons:
  - The residue on the item may be hazardous to humans.
  - Oil from human skin will cause soot to bond indelibly to most paper-based items.



## E. Treatment

Little can be done to materials that have been severely burned. However:

- Charred edges of books may be trimmed and covers can be replaced.
- Tape reels and cassette housing can also be replaced.
- Soot can be vacuumed from tapes or cassettes.
- If items have been exposed to extreme heat and are also wet, they must be assumed to be particularly fragile. Additional physical support is likely necessary.

Smoke is very penetrating and therefore deposits may have formed inside or outside of undamaged materials.

Likely, it will require less time, effort and money to replace burned items rather than treating them. When replacement of rare items cannot occur, reformatting for access may be an option.

The Collections Recovery Coordinator will advise on any additional fire procedures.

## IX. Earthquake Incident Response Procedures

### A. For Major Events Involving an Earthquake

Do not enter the area until the facility manager or DEO has deemed the area safe.  
This usually involves more than 200 volumes.

#### Initial Steps:

1. Evacuate patrons and staff from affected areas to ensure everyone's safety.
2. Notify Building Operations Service Centre Maintenance Requests (**604-822-2173**).
  - a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
  - b. They will alert your building's Facility Manager.
3. Contact the Library Facilities Coordinator (**Richard Moore (604) 822-3858**).
4. Notify the Director of Emergency Operations (**Jean-Paul Eidsvik 604-822-5903**).
5. If necessary, notify Campus Security (**604-822-2222**) and ask for assistance in securing the area.

## B. For Minor Events Involving an Earthquake

The following steps should be taken in the event of a collections emergency that can be handled on the premises and does not pose a threat to human safety. This usually involves fewer than 200 volumes.

### Initial Steps:

1. Notify Building Operations Service Centre Maintenance Requests (**604-822-2173**).
  - a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.
  - b. They will alert your building's Facility Manager.
2. Contact the Library Facilities Coordinator (**Richard Moore (604) 822-3858**).
3. Notify Collections Recovery Coordinator (**Alvan Bregman 604-822-5038**).
4. Report the incident on the Preservation Incident Form:  
<http://techserv.library.ubc.ca/divisions/preservation/preservation-forms/preservation-incident-form/>

## C. Area Recovery Operations

Do not enter the building until it has been deemed safe to do so by the DEO. If there is water present follow the Water Incident Response Procedures.

1. Consult with the authorities before re-entering the building or beginning recovery efforts. The Library could be liable for people injured in an aftershock.
2. A library inspection should be scheduled as soon as possible after the earthquake hits.
3. Resist the temptation to start salvage efforts before this. Attempts to clean up could be counterproductive. Shelves could collapse if one attempts to re-shelve because they may be already weakened.
4. Make it known that everyone will have to help re-shelve if the effects of an earthquake are that all the books are on the floor.
5. See Water Incident Response Procedures, Mould Incident Response Procedures, and Fire Incident Response Procedures as applicable, for instructions for specific damage recovery.

## D. Materials Recovery Operations

Anyone who encounters an area or situation he/she considers potentially dangerous should retreat immediately and report it to the DEO. Clear any workers out until the situation has been properly assessed.

## Process Overview

The disaster recovery process will follow four basic steps:

1. Remove materials from stacks to a safe area.
2. Decisions on retention and treatment of affected materials.
3. Initial and in-house treatment.
4. Transfer or discarding of materials as applicable.

## General Guidelines

- Clear the floor first and then go to the top-most affected shelf.
  - Move in order of top to bottom for each bay and left to right for each shelf and range.

## E. Treatment

Materials will need to be inspected for various types of damage. Materials may have water damage, be dirty, have structural damage, and perhaps even mould or insect damage depending on the time between the incident and recovery. Where possible, each item should be inspected and sorted based on type of damage. Then follow the appropriate treatment steps outlined in the applicable Incident Response Procedures.

## X. Insect Incident Response Procedures

### A. For Events Involving Insects

The following steps should be taken in the event of a collections emergency that can be handled on the premises and does not pose a threat to human safety.

#### Initial Steps:

1. Place any affected materials in plastic Ziploc bags if less than 200 volumes. If more than 200 volumes are affected and on the shelf, leave them on the shelf. If you spot an insect, whether alive or dead, attempt to capture the insect.
2. Send the sample of the insect to the Preservation Librarian. If the insect is in a book put the book in a Ziploc bag and send the whole package to the Preservation Librarian (**Alvan Bregman 604-822-5038**).
3. Report the incident on the Preservation Incident Form:  
<http://techserv.library.ubc.ca/divisions/preservation/preservation-forms/preservation-incident-form/>

#### If you suspect an infestation:

4. Notify Building Operations Service Centre Maintenance Requests (**604-822-2173**).
  - a. Describe the situation, give the exact location of the problem (including room number, stack range numbers), and assist as much as you can when they arrive.

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5. Contact the Facility Manager for the appropriate building (**See University Units and Contacts – Facilities Managers**).
6. Notify the Director of Emergency Operations (**Jean-Paul Eidsvik 604-822-5903**).
7. If necessary, notify Campus Security (**604-822-2222**) and ask for assistance in securing the area.

## B. Area Recovery Operations

Once the primary procedures have been completed, begin the Area Recovery Operation procedures with the assistance of the building's facility manager.

After a disaster of any size, it is vital to keep the area as clean as possible to prevent an insect infestation. Insects are primarily drawn to damp, dirty and dark areas. Common insects that attack library and archival collections are silverfish, cockroaches, booklice, carpet beetles and other species of beetles. Many insects thrive in the same conditions as mould growth (see Mould Incident Response Procedures). Once insects have moved in, they are often difficult to eliminate.

The facility manager and/or the DEO will determine the best avenue for insect control and will focus on either the affected items themselves or the space where the items are located.

## C. Treatment

There are two main types of treatment for an insect infestation: Non-Chemical and Chemical. Non-Chemical techniques will require removing materials from the shelves. Chemical techniques will be applied to the area and will require keeping materials on the shelves. Therefore, the treatment should be decided before items are removed from the shelves.

### Insect Treatments: Non-Chemical

Freezing is an inexpensive, non-chemical method. For these reasons, it can be an attractive method for insect control.

- Books, paper, leather, wood and some photographs can be frozen (see Water Incident Response Procedures for more information on what can be frozen).
- Double-bag infested materials in polyethylene bags and seal.
- Freeze the materials at -20°C or below for at least 48 hours.



- To reduce condensation, remove the frozen materials from the freezer and let them thaw out and warm to room temperature *before* unwrapping.
- Items may need to be vacuumed after freezing.

## **Insect Treatments: Chemical**

Chemicals should only be used to eradicate an insect infestation if all other non-chemical methods have been exhausted. The treatments can be complex, difficult to administer and harmful to collections, staff, and patrons. Firms specializing in fumigation must be licensed. However, this does not mean that the company is familiar with library collections and how they should be handled. Contact the Canadian Conservation Institute or a professional conservator for more information (See Collections Disaster Recovery Manual Appendix : Supplies, services & equipment contacts – Disaster Recovery Advice, Assistance).

### **D. Materials Recovery Operations**

Materials should be moved only if non-chemical treatments are pursued.

## **Process Overview**

The disaster recovery process will follow four basic steps:

1. Decisions on retention and treatment of affected materials.
2. Remove materials from stacks to a safe area.
3. Initial and in-house treatment.
4. Transfer or discarding of materials as applicable.

## **General Guidelines**

- Clear the floor first and then go to the top-most affected shelf.

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- Move in order of top to bottom for each bay and left to right for each shelf and range.

## **XI. Treatment and Transfer Guidelines for Manuscripts and Archival Materials**

Manuscripts and archival materials, in particular those collections and fonds housed at Rare Books and Special Collections, pose two considerable problems for disaster recovery. First, their component materials may be very diverse. Archival holdings may, potentially, contain any known type of medium (see above sections) including paper, parchment, photographs, video and film, artifacts, etc. Second, the order in which they are stored must be maintained (principle of original order), and after a fire or flood, this may be nearly impossible. Every attempt should be made to keep original order when handling archival materials. If this is not possible, an accurate log or record book should be kept as the materials are removed or handled.

For these reasons, it is essential that only staff members who are familiar with a collection or fonds (both its content and arrangement) be allowed to work with the damaged materials.

Perhaps the most critical documents relating to archival fonds are the finding aids.

## XII. Removal of Damaged Materials

### Remove first:

- Materials at the head of the Disaster Triage List for the affected area.
- Wet materials lying on the ground.
- Wet or damp materials on shelves unless mould is forming (See **Mould Incident Response Procedures**).
- Undamaged materials likely to be at risk if left in that environment:
  - Leather, parchment and vellum-bound materials.
  - Artifacts, manuscripts, prints, drawings, maps, and books with water-soluble components (e.g. inks, watercolours, etc.).
  - Materials printed on coated paper which could congeal.
  - Other sensitive or fragile materials.

### Procedure:

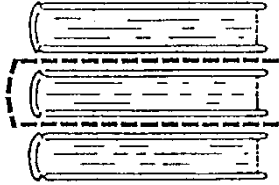
1. Starting from the nearest accessible point, remove materials to the designated sorting/packing area (to be determined by the Collections Recovery Coordinator).
2. Clear the floor first and then go to the top-most affected shelf.
  - a. Move in order of top to bottom for each bay and left to right for each shelf and range.
3. If possible, remove materials in the exact order and condition in which they were found.
4. Use extreme care in handling materials to avoid causing further damage:
  - a. Do not close an open book or open a closed one.
  - b. Do not roll, fold, flatten or separate loose, single sheet or oversize materials.

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5. All materials should be moved by a combination of human chains and each chain should consist of:
  - a. A team of removers.
  - b. A team of sorters directed by a knowledgeable bibliographer who will divert materials for treatment on the basis of type and extent of damage (Collections Recovery Coordinator or Library Branch Head).
  - c. A team of record keepers led by the Documentation Coordinator.
  - d. The number of people in each team should be balanced to create an even workflow and prevent bottlenecks.

## XIII. Preparing Materials for Transfer

### Wrapping Books



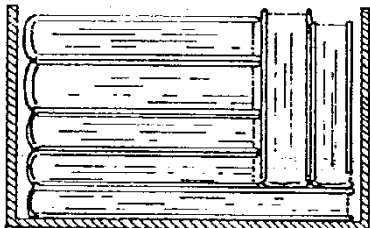
1. Wrap bound volumes in freezer paper, wax paper, plastic wrap, or silicone paper so that the books won't stick together. Volumes can then be placed in freezer bags.
2. Keep sheet material (e.g. manuscripts, records, unframed prints and drawings etc.) in sections no more than 2" thick with a base support (.128 board).

### Packing Books

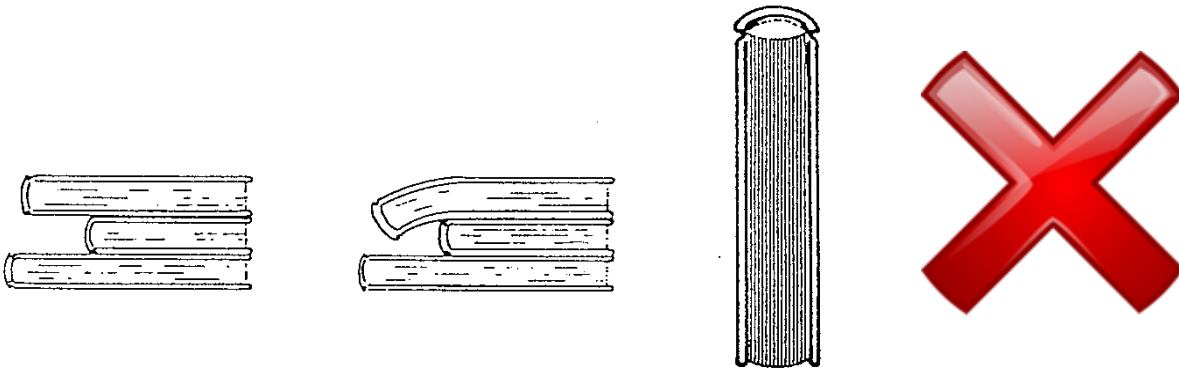
Books should be boxed either flat or spine down to minimize damage to binding and costly repairs. Pack books of the same size next to one another to minimize warping. Do not stack boxes over three high as they tend to collapse once the cardboard box absorbs water from the wet books. Shrink wrap the stacked boxes onto skids to minimize transit damage.

#### Example of how books should be packed:

Wet books should be packed flat or spine down



## Example of how books should NOT be packed:



Do not pack wet books like this. Wet books will sag causing permanent damage. Spine up also causes the binding to sag.

## Crating & Boxing Books

1. Use plastic milk crates or, if not available, strong cardboard boxes such as library book bindery boxes.
2. Pack books FLAT or SPINE DOWN.
3. Do not pack too tightly. Allow for air circulation.
4. Put an identification mark on each container.

## Transportation of Books

1. When boxed, put material immediately into refrigerated trucks.
2. If this is not possible, pack dry ice around the material or keep as cold as possible.
3. Transport to the freezing facility without delay.

## **XIV. Post-Disaster Activities & Analysis**

### **A. Treatment of Affected Areas**

If the affected areas are still deemed useable after the disaster, they must be thoroughly cleaned before any material is replaced.

Floors, ceilings, walls, shelving, fixtures, furniture, etc. must be washed with a germicidal cleaner such as is used by hospitals for isolation room sterilization (e.g. Lysol). The undersides, corners and backs of shelves must be included in this washing.

Walls should be repainted, where necessary. Carpets should be shampooed, and disinfectant applied to them.

The cleaning crew should wear safety glasses and the appropriate protective clothing. They should use disposable wipes to avoid the spread of contamination.

Good air circulation should be maintained with fans and dehumidifiers wherever possible.

### **B. Return of Materials to the Library**

Having been appropriately treated and dried, books and other materials should be sorted as to whether they can be returned to the shelves or are in need of:

- Discarding or replacing
- Commercial rebinding
- In-house mending
- More extensive conservation treatment

Dried materials should be kept apart from the main collection in a ventilated and air-conditioned “rehabilitation area” for up to 6 months before returning to the main collection. The atmospheric conditions there should be 35-40% RH and the temperature not above 18.3°C (65°F).

A random inspection for mould-infested material should be conducted daily during this period.



Near the end of the isolation period, the temperature and atmospheric conditions should be changed to match those found around the main collection.

Random monitoring of recovered items should continue for another year after their return to the stacks.

## C. Post-Disaster Planning

### Prepare to:

- Hold post-disaster debriefing sessions.
- Identify the need for staff counselling.
- Do a post-disaster assessment.
- Identify the need for facility and operational modifications.
- Determine short and long-term strategies.
- Prepare and file the insurance claim.
- Prepare and submit an internal disaster report (see **Material Damage Worksheet**). This report should be filed with your master Collections Disaster Recovery Manual in **Appendix H: Disaster Report**.
- Recognize and thank all those who helped.

## D. Writing the Disaster Report

- After a disaster occurs, the DEO and DRT should collaborate on the preparation of a final written report.
- Use the Material Damage Worksheet to determine the extent of the damage to collections after a disaster. This may be used as a guide when writing the Disaster Report.
- The Disaster Report should cover:
  - A narrative timeline of events.

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- All critical decisions made by the DEO or DRT.
- Cause – What were the major contributing factors of the disaster?
- Notification & Communications – methods, timing, accuracy, effectiveness, etc.
- Collections Management – Were actions successful/unsuccessful in preventing further damage or recovering materials? Possible improvements, etc.
- Unexpected Contingencies – special circumstances, unexpected problems, etc.
- Overall effectiveness of the Disaster Plan – modifications needed.
- Recommendations and conclusions – modifications to facility, operations or staff practices, etc.
- All costs incurred – include a breakdown and costs covered by the insurance claim.
- Documents to accompany Disaster Report:
  - Written reports from staff or external emergency and service providers.
  - Damage assessments.
  - News releases and internal communications.
  - Photographs, slides and/or video of the disaster, work in progress, recovery treatments, etc.
  - Receipts, invoices, etc.
  - Other correspondence.

## E. Material Damage Worksheet

**Part A:** To be filled out as soon as possible

1. Location of damaged material \_\_\_\_\_  
\_\_\_\_\_

2. What kind of damage? (water, smoke, mold, etc.) \_\_\_\_\_  
\_\_\_\_\_

3. Amount of items damaged (cubic feet, number of materials)  
\_\_\_\_\_

4. When did damage occur \_\_\_\_\_  
\_\_\_\_\_

5. Temperature and relative humidity of affected area \_\_\_\_\_  
\_\_\_\_\_

**Part B:** To be filled out at a later date

6. When was damage reported? \_\_\_\_\_  
\_\_\_\_\_

7. Who initially discovered the damage? \_\_\_\_\_

8. Describe what caused the damage \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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9. Items and value of damaged material (attach list if possible)

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10. Items and value of unsalvageable material (attach list if possible)

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List step taken to save materials \_\_\_\_\_

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## **XVI. Appendix**

### **A. Library Disaster Response Team (DRT) Contacts**

#### ***Administration Coordinator (AC)***

**Alicia Munro**

Admin & Project Assistant

Finance & Facilities

Tel: 604-822- 5521

Email: alicia.munro@ubc.ca

#### ***Building Recovery Coordinator (BRC)***

**Richard Moore**

Facilities Coordinator

Tel: (604) 822-3858

Cell: **TBA**

Email: richard.moore@ubc.ca

#### ***Collections Recovery Coordinator (CRC)***

**Alvan Bregman**

Head, Technical Services

Technical Services

Tel: 604-822-5038

Cell: **TBA**

Email: alvan.bregman@ubc.ca

### ***Communications Coordinator (CC)***

**Linda Ong**

Director, Communications & Marketing  
Communications & Marketing  
Tel: 604-827- 4831, Cell: 778-991-5315  
Email: linda.ong@ubc.ca

### ***Computer Systems Coordinator (CSC)***

**Rue Ramirez**

Associate University Librarian  
Library Systems & Information Technology  
Tel: 604-822- 5241  
Email: rue.ramirez@ubc.ca

### ***Deputy Director of Emergency Operations (DDEO)***

**Richard Moore**

Facilities Coordinator  
Tel: (604) 822-3858  
Cell: **TBA**  
Email: richard.moore@ubc.ca

### ***Director of Emergency Operations (DEO)***

**Jean-Paul Eidsvik**

Director  
Finance and Facilities  
Tel: 604-822-5903  
Cell: **TBA**  
Email: jean-paul.eidsvik@ubc.ca

***Documentation Coordinator (DC)***

**Jo Anne Newyear-Ramirez**  
Associate University Librarian  
Collections Management  
Tel: 604-822- 2740  
Email: [joanne.newyear.ramirez@ubc.ca](mailto:joanne.newyear.ramirez@ubc.ca)



## B. University Units and Contacts

### ***Building Operations and Construction***

#### **Acting Architectural Trades Manager**

Mike Devolin  
Tel: 604-822-3464  
Email: [mike.devolin@ubc.ca](mailto:mike.devolin@ubc.ca)

#### **Building Operations, Managing Director**

David Woodson  
Tel: 604-822-0971  
Cell: 604-802-1707  
Email: [david.woodson@ubc.ca](mailto:david.woodson@ubc.ca)  
Reception: 604-822-2172

#### **Building Operations Service Centre**

Emergency Tel: 604-822-2173  
Non-emergency online customer request form:  
<http://wapi.lbs.ubc.ca/cr/customer%20request/customerrequest.aspx>  
Email: [servicecentre.buildingops@ubc.ca](mailto:servicecentre.buildingops@ubc.ca)

#### **Construction Office**

Construction Office, Manager  
Project < \$50,000  
Paul Hays  
Tel: 604-822-0807  
Cell: 604-209-6465  
Email: [paul.hays@ubc.ca](mailto:paul.hays@ubc.ca)

#### **Custodial Services Superintendent**

Azmina Manji  
Tel: 604-822-1809  
Cell: 604-341-5955  
Email: [azmina.manji@ubc.ca](mailto:azmina.manji@ubc.ca)

#### **Superintendent, Trades**

Colin Flock  
Tel: 604-822-5644  
Cell: 604-868-4542  
Email: [colin.flock@ubc.ca](mailto:colin.flock@ubc.ca)

#### **Manager, Municipal Services**

Darren Duff  
Tel: 604-822-0439  
Cell: 604-250-1581  
Email: [darren.duff@ubc.ca](mailto:darren.duff@ubc.ca)

## ***Campus Security***

### **Emergency Number and Dispatch**

Tel: 604-822-2222  
Non-emergency: 604-822-8609  
Fax: 604-822-3541

### **Director, Campus Security**

Barry Eccleton  
Tel: 604-822-5865  
Email: [barry.eccleton@ubc.ca](mailto:barry.eccleton@ubc.ca)

### **Manager, Secure Access**

John Molnar  
Tel: 604-822-6623  
Email: [john.molnar@ubc.ca](mailto:john.molnar@ubc.ca)

### **Secure Access Alarm Inquiries**

Tel: 604-822-5276  
Fax: 604-822-2885

## ***Facilities Managers*** (contacts for all building related inquiries)

### **Rob MacDonald, Mgr (Teal Zone)**

David Lam Library  
Education Library  
I.K. Barber Centre  
Koerner Library  
Law Library  
Xwi7xwa Library

Tel: 604-822-8832  
Cell: 604-916-7584  
Fax: 604-822-2334  
Email: [rob.macdonald@ubc.ca](mailto:rob.macdonald@ubc.ca)

### **Chris Skipper, Mgr (Yellow Zone)**

Asian Library  
Music Library

Tel: 604-822-1940  
Cell: 604-341-1408  
Fax: 604-822-2334  
Email: [chris.skipper@ubc.ca](mailto:chris.skipper@ubc.ca)

### **Mike Devolin, Mgr (Green Zone)**

Woodward Biomedical Library

Tel: 604-822-0072  
Cell: 604-240-3676  
Fax: 604-822-2334  
Email: [mike.devolin@ubc.ca](mailto:mike.devolin@ubc.ca)

## ***IT Services***

### **Rue Ramirez**

Associate University Librarian  
Library Systems & Information  
Technology  
Tel: 604-822- 5241  
Email: [rue.ramirez@ubc.ca](mailto:rue.ramirez@ubc.ca)

## ***Insurance***

*SEE Treasury*

## ***Preservation Team***

[christina.sylka@ubc.ca](mailto:christina.sylka@ubc.ca)  
[mary.mitchell@ubc.ca](mailto:mary.mitchell@ubc.ca)  
[anne.miele@ubc.ca](mailto:anne.miele@ubc.ca)  
[leslie.mcauley@ubc.ca](mailto:leslie.mcauley@ubc.ca)  
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[peter.james@ubc.ca](mailto:peter.james@ubc.ca)  
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[christopher.hives@ubc.ca](mailto:christopher.hives@ubc.ca)  
[barbara.saint@ubc.ca](mailto:barbara.saint@ubc.ca)  
[aleteia.greenwood@ubc.ca](mailto:aleteia.greenwood@ubc.ca)

## ***President's Office***

### **President**

Stephen J. Toope (till June 2014)  
Tel: 604-822-8300  
Fax: 604-822-5055

### **Executive Director**

Patricia Stevens  
Tel: 604-822-0663  
Email: [patricia.stevens@ubc.ca](mailto:patricia.stevens@ubc.ca)

### **Communications Coordinator**

Julia Waring  
Tel: 604-822-2123  
Email: [julia.waring@ubc.ca](mailto:julia.waring@ubc.ca)

## ***Public Affairs Office***

### **Main Office**

Tel: 604-822-3131  
Fax: 604-822-2684  
Email: [public.affairs@ubc.ca](mailto:public.affairs@ubc.ca)

### **Executive Director**

**Lucie McNeill**  
Tel: 604-822-2064  
Cell: 604-312-0845  
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## ***Radio station***

### **CiTR Station Manager**

Brenda Grunau  
Tel: 604-822-1242  
Email: [stationmanager@citr.ca](mailto:stationmanager@citr.ca)

## ***Risk Management Services***

### **Chief Risk Officer**

Ron Holton

Tel: 604-822-4218

Fax: 604-822-6650

Email: [ron.holton@ubc.ca](mailto:ron.holton@ubc.ca)

## ***Payment & Procurement Services***

### **Supply Management**

2075 Wesbrook Mall

Vancouver, BC V6T 1Z1

Tel: 604-822-2686 (Customer Service  
Desk)

Fax: 604-822-3261

Email: [info.pps@ubc.ca](mailto:info.pps@ubc.ca)

Website:

<http://www.supplymanagement.ubc.ca/>

### **Director, Payment & Procurement Services**

Dennis Silva

Tel: 604-822-4739

Email: [dennis.silva@ubc.ca](mailto:dennis.silva@ubc.ca)

## ***Trades (Architectural)***

### **Architect, Building Maintenance & Operations**

Michael Thayer

Tel: 604-822-9510

Email: [michael.thayer@ubc.ca](mailto:michael.thayer@ubc.ca)

## ***Trades (Mechanical/Electrical)***

*SEE Building Operations and Construction*

## ***Treasury (Insurance)***

### **Manager, Insurance & Loss Prevention**

John Welch

Tel: 604-822-2661

Email: [john.welch@ubc.ca](mailto:john.welch@ubc.ca)

## ***Utilities***

### **UBC Utilities**

2040 West Mall – Power House

Vancouver, BC V6T 1Z2

Tel: 604-822-9445

Fax: 604-822-8833

Maintenance Call Line (24hr): 604-822-2173

### **Managing Director, Building Operations**

David Woodson

Tel: 604-822-0971

Fax: 604-822-0208

Cell: 604-802-1707

Email: [david.woodson@ubc.ca](mailto:david.woodson@ubc.ca)

## C. Supplies, Services & Equipment Contacts

### **Batteries (Flashlight)**

**Vancouver Battery**  
2192 West Broadway  
Vancouver, BC V6K 2C8  
Tel: 604-737-8463  
Fax: 604-737-8483  
Email: [info@vancouverbattery.com](mailto:info@vancouverbattery.com)

**Davidson Battery Service Ltd.**  
550 Broadway East  
Vancouver, BC V5T 1X5  
Tel: 604-879-8691  
Fax: 604-879-8694  
Email: [info@davidsonbattery.com](mailto:info@ davidsonbattery.com)  
Manager: [brent@davidsonbattery.com](mailto:brent@davidsonbattery.com)

### **Book trucks**

**Carr McLean**  
461 Horner Avenue  
Toronto, ON M8W 4X2  
Tel: 1-800-268-2123  
Fax: 1-800-871-2397  
Email: [sales@carrmclean.ca](mailto:sales@carrmclean.ca)  
Web: <http://www.carrmclean.ca/>

**Brodart Ltd.**  
3930 14<sup>th</sup> Avenue  
PO Box 3280  
Markham Industrial Park  
Markham, ON L3R 6G6  
Tel: 1-800-265-8470  
Mon-Fri, 8am-5:30pm EST  
Fax: 1-800-363-0483  
Web: <http://www.brodart.ca/>

### **Boxes (cardboard)**

**Kitsilano Mini Storage**  
1850 York Avenue  
Vancouver, BC V6J 5A7  
Tel: 604-731-0435  
Email: [york@kitsministorage.com](mailto:york@kitsministorage.com)  
Web: <http://kitsministorage.com>

## ***Cleaning equipment & supplies***

### **Planet Clean / Janitors' Warehouse**

100 SW Marine Drive  
Vancouver, BC V5X 2R1  
Tel: 604-327-7708  
Toll Free: 1-800-663-9877  
Fax: 604-327-2183  
Email: [info@planetclean.com](mailto:info@planetclean.com)  
Web: <http://www.planetclean.com>

### **Marpak Wholesale Supply**

1391 Kebet Way  
Port Coquitlam, BC V3C 6G1  
Tel: 604-941-6538  
Fax: 604-941-2924  
Email: [info@marpaksupply.com](mailto:info@marpaksupply.com)  
Web: <http://www.marpaksupply.com/>

## ***Cleaning***

### **UBC Building Operations**

2329 West Mall  
Vancouver, BC V6T 1Z4  
Reception: 604-822-2172  
Service Centre: 604-822-2173

### **UBC Plant Ops – Custodial Services Superintendent**

Azmina Manji  
Tel: 604-822-1809  
Fax: 604-822-2334  
Cell: 604-341-5955  
Email: [azmina.manji@ubc.ca](mailto:azmina.manji@ubc.ca)

### **Bonsor Building Maintenance Inc.**

12815 Clarke Place  
Richmond, BC V6V 2H9  
Tel: 604-278-0068  
After Hours: 604-218-9811  
Fax: 604-244-8826  
Email: [bonsor1@hotmail.com](mailto:bonsor1@hotmail.com)

## ***Clothing***

*SEE Safety equipment & clothing*



## **Computers**

### **Rue Ramirez**

Associate University Librarian  
Library Systems & Information  
Technology  
Tel: 604-822- 5241  
Email: [rue.ramirez@ubc.ca](mailto:rue.ramirez@ubc.ca)

## **Deep freeze facilities**

### **Versacold**

2115 Commissioner Street  
Vancouver, BC V5L 1A6  
Tel: 604-255-4656  
Harbour Facility: 604-255-6271  
Email: [info@versacold.com](mailto:info@versacold.com)

### **Leader Cold Storage Ltd.**

3900 Viking Way  
Richmond, BC V6V 1N6  
Tel: 604-270-6554  
Email: [leadergroup@telus.net](mailto:leadergroup@telus.net)

## **Dehumidifiers**

### **Cool Air Rentals Ltd.**

1407 E. Georgia St.  
Vancouver, BC V5L 2A9  
Tel: 604-253-4171 (24hr. Emergency)  
Fax: 604-253-4173  
Web: [www.cool-air.com](http://www.cool-air.com)  
Email: [info@cool-air.com](mailto:info@cool-air.com)

### **A & B Tool Rentals**

3900 Main Street  
Vancouver, BC V5V 3P2  
Tel: 604-879-8633  
Fax: 604-879-0724  
Web: <http://www.abtoolrentals.com>

## **Disaster recovery advice, assistance**

### **Canadian Conservation Institute**

1030 Innes Road  
Ottawa, ON K1B 4S7  
Tel: 613-998-3721  
Toll free: 1-866-998-3721  
Fax: 613-998-4721  
Web: <http://www.cci-icc.gc.ca>

### **CalPreservation.org**

Toll free: 1-888-905-7737  
Web: <http://calpreservation.org>

### ***Disposable Cameras***

**London Drugs Ltd**  
525 Broadway West  
Vancouver, BC V5Z 1E6  
Tel: 604-448-4804

**Shoppers Drug Mart**  
5940 University Boulevard  
Vancouver, BC V6T 1Z3  
Tel: 604-228-1533

### ***Dry Ice***

**Praxair Vancouver**  
2080 Clark Drive  
Vancouver, BC V5N 3G7  
Tel: 604-255-6007

### ***Egg crates***

*SEE Plastic egg crates*

### ***Electric equipment & supplies***

**Ground Control Electronics Inc.**  
3379 Fraser Street  
Vancouver, BC V5V 4C2  
Tel: 604-879-9994  
Email: [vancouverfta@gmail.com](mailto:vancouverfta@gmail.com)  
[www.vancouverfta.com](http://www.vancouverfta.com)

**Lee's Electronic Components Ltd.**  
4522 Main Street,  
Vancouver, BC V5V 3R5  
Tel: 604-875-1993  
Fax: 604-872-7728  
[www.leeselectronic.com](http://www.leeselectronic.com)

## **Emergency flood & fire restoration**

### **Angel Restoration Inc.**

1484 Rupert Street  
North Vancouver, BC V7J 1E9  
Toll Free: 1-866-354-2643  
Tel. 604-984-7575  
Email: [info@angelrestoration.com](mailto:info@angelrestoration.com)  
Web: <http://www.angel-restoration.com>

### **Belfor**

3300 Bridgeway St  
Vancouver, BC V5K 1H9  
Tel: 604-432-1123  
Toll Free: 888-432-1123  
Fax: 604-433-2451  
Web: <http://www.belfor.com>

### **Canstar Restorations**

Coquitlam Head Office  
78 Fawcett Rd  
Coquitlam, BC V3K 6V5  
Tel: 604-549-0099  
Fax: 604-549-0199  
Toll Free: 1-866-578-3138  
Web: <http://www.canstarrestorations.com>

### **Genesis Restorations Ltd.**

Metro Vancouver Head Office  
29-19257 Enterprise Way  
Surrey, BC V3S 6J8  
Tel. 604-533-3440  
Fax. 604-533-3426  
Emergency: 1-888-533-3440  
Web:  
<http://www.genesisrestorations.com>

### **On Side Restoration**

3157 Grandview Hwy  
Vancouver, BC V5M 2E9  
Tel: 604-293-1596  
Fax: 604-293-2274  
Toll Free: 1-888-663-6604  
Web: <http://www.onside.ca>

## **Equipment rentals**

*SEE Rentals*

## **Extension cords**

*SEE Electric equipment & supplies*

## **Fans**

*SEE Industrial fans*

## **First Aid equipment & supplies**

**Note:** The first aid kit should always be kept fully stocked (bandages, gauze, burn treatment, eyewash, & disinfectant). If an emergency cannot be handled by first aid equipment on site, **call 9-1-1**.

### **St. John Ambulance**

6111 Cambie Street  
Vancouver, BC V5Z 3B2  
Tel: 604-321-7242  
Toll Free: 1-866-321-2651  
Fax: 604-321-7493  
Email: [vancouver@bc.sja.ca](mailto:vancouver@bc.sja.ca)

### **Shoppers Drug Mart**

5940 University Boulevard  
Vancouver, BC V6T 1Z3  
Tel: 604-228-1533

## **Fishing line (monofilament)**

### **Pacific Angler**

78 E. Broadway  
Vancouver, BC V5T 1V6  
Tel: 604-872-2204  
Toll Free: 1-866-430-2204  
Email: [info@pacificangler.ca](mailto:info@pacificangler.ca)  
Web: <http://www.pacificangler.ca>

### **Steveston Marine**

1667 West 5th Avenue  
Vancouver, BC V6J 1K1  
Tel: 604-733-7031  
Fax: 604-732-6216  
Email: [stevemar@stevestonmarine.com](mailto:stevemar@stevestonmarine.com)  
Web: <http://www.stevestonmarine.com>

## **Flashlights**

### **Hewer Home Hardware**

4459 West 10th Avenue  
Vancouver, BC V6R 2H8  
Tel: 604-224-4934  
Fax: 604-224-9322

### **Canadian Tire**

2290 Cambie Street  
Vancouver, BC V5Z 2T7  
Tel: 604-707-2290

### ***Freezer trucks***

#### **Reimer Express Lines**

3985 Still Creek Avenue  
Burnaby, BC V5C 4E2  
Tel: 604-433-3332  
Fax: 604-433-8889

#### **Ryder Truck Rentals**

1699 Cliveden Ave.  
Delta, BC V3M 6V5  
Tel: 604-515-9661  
Toll Free: 1-800-297-9337  
Web: <http://canada.ryder.com>

### ***Freezer wrap***

#### **HY Louie Co Ltd.**

2821 Production Way  
Burnaby, BC V5A 3G7  
Tel: 604-444-6240  
Fax: 604-444-6248

#### **Unisource Canada**

1425 Derwent Way  
Annacis Island  
New Westminster, BC V3M 6N3  
Tel: 604-520-7411  
Fax: 604-520-7400  
Toll Free: 1-800-242-3691  
Email: [van\\_orders@unisource.ca](mailto:van_orders@unisource.ca)  
Web: <http://www.unisource.ca/>

### ***Freezer***

#### **UBC Food Services Administration**

Rene Atkinson, Residence Dining Mgr  
Tel: 604-822-6204  
Fax: 604-822-4152

### ***Generators***

#### **Don Dickey Supplies**

8540 River Road,  
Richmond, BC V6X 1Y4  
Tel: 604-273-7112  
Fax: 604-273-9004  
Web: <http://www.dondickey.com/>

#### **Harrigan Rentals & Equipment**

1175 Venables St.  
Vancouver, BC V6A 2E3  
Tel: 604-877-1411  
Fax: 604-877-1730  
Web: <http://www.harriganrentals.com>

## **Hardware & Safety Supplies**

### **UBC Storekeeper**

Gord Kersey  
Tel: 604-822-5272  
Email: [gord.kersey@ubc.ca](mailto:gord.kersey@ubc.ca)

### **UBC Assistant Storekeeper**

Dave Greig  
Tel: 604-822-5701  
Email: [dave.greig@ubc.ca](mailto:dave.greig@ubc.ca)

### **UBC Stores**

Order Desk  
Tel: 604-822-4117 / 604-827-4733  
Fax: 604-822-6035

## **Humidity sensors** (Hygrometers, thermo-hygrometers, etc.)

### **Carr McLean**

461 Horner Avenue  
Toronto, ON M8W 4X2  
Tel: 1-800-268-2123  
Fax: 1-800-871-2397  
Email: [sales@carrmclean.ca](mailto:sales@carrmclean.ca)  
Web: <http://www.carrmclean.ca/>

### **Sherman Instruments**

1641 Venables Street  
Vancouver, BC V5L 2H1  
Tel: 604-254-9622  
Fax: 604-254-3123  
Toll Free: 877-251-9622  
Email: [info@johnsherman.com](mailto:info@johnsherman.com)  
Web: <http://www.johnsherman.com>

### **Geography Department Administrator**

Sandy Lapsky  
Tel: 604-822-3539  
Email: [sandy.lapsky@geog.ubc.ca](mailto:sandy.lapsky@geog.ubc.ca)

## **Industrial fans**

### **Nu-Tech Systems Ltd.**

12200 1st Avenue  
Richmond, BC V7E 3M2  
Tel: 604-271-9222  
Fax: 604-271-2156  
Email: [info@nu-techsystems.com](mailto:info@nu-techsystems.com)

## ***Industrial vacuum***

### **Janitors' Warehouse Distributors Inc.**

100 Marine Drive Sw  
Vancouver, BC V5X 2R1  
Tel: 604-327-1101

## ***Light Bulbs***

### **Hewer Home Hardware**

4459 West 10th Avenue  
Vancouver, BC V6R 2H8  
Tel: 604-224-4934  
Fax: 604-224-9322

### **Canadian Tire**

2290 Cambie Street  
Vancouver, BC V5Z 2T7  
Tel: 604-707-2290

## ***Microfilming***

### **Micro Com Systems Ltd.**

27 East 7<sup>th</sup> Ave.  
Vancouver, BC V5T 1M4  
Tel: 604-872-6771  
Fax: 604-872-2533  
Toll Free: 1-800-663-6163  
Email: [vaninfo@microcomsys.com](mailto:vaninfo@microcomsys.com)  
Web: <http://www.microcomsys.com>

## ***Milk Crates***

### **DairyWorld Foods**

300-3920 Norland Avenue  
Burnaby, BC V5G 4K7  
Tel: 604-298-9600  
Fax: 604-268-1234

### **Lucerne Foods Ltd.**

7650 18th St  
New Westminster, BC V3N 4K3  
Tel: 604-524-4491

## ***Mould Inspection***

### **Enviromold**

20363 62<sup>nd</sup> Avenue  
Langley, BC V3A 5E6  
Toll Free: 1-866-645-4500  
Email: [info@enviromold.ca](mailto:info@enviromold.ca)

## ***Mould Testing***

### **Department of Botany Professor**

Mary Berbee  
6270 University Blvd.  
University of British Columbia  
Vancouver, BC V6T 1Z4  
Tel: 604-822-3780  
Fax: 604-822-6089  
Email: [berbee@interchange.ubc.ca](mailto:berbee@interchange.ubc.ca)

## ***Moving and General Labour Services***

### **UBC Moving Crew**

Head Labourer  
Dean Shourounis  
Tel: 604-822-4676

Cell: 604-612-0502  
Fax: 604-822-6969  
Email: [dean.shourounis@ubc.ca](mailto:dean.shourounis@ubc.ca)

## ***Newsprint***

### **Unisource Canada**

1425 Derwent Way  
Annacis Island  
New Westminster, BC V3M 6N3  
Tel: 604-520-7411,  
Toll Free: 1-800-242-3691  
Fax: 604-520-7400  
Email: [van\\_orders@unisource.ca](mailto:van_orders@unisource.ca)  
Web: <http://www.unisource.ca/>

### **Western Newsprint (1990) Ltd.**

PO Box 80235 Stn South  
Burnaby BC V5H 3X5  
Tel: 604-526-9601  
Fax: 604-526-9680



## **Office supplies**

### **Staples Business Depot**

2135 Allison Road  
Vancouver, BC V6T 1T5  
Tel: 604-221-4780  
Toll Free: 1-877-360-8500 (corporate)  
Web: <http://www.staples.ca/>

## **Pest Control**

### **Abell Pest Control Inc.**

#207 - 669 Ridley Place  
Delta, BC V3M 6Y9  
Tel: 604-395-8115  
Toll Free: 1-888-560-2056  
Web: <http://www.abell.ca>

### **Orkin-Vancouver**

7061 Gilley Ave.  
Burnaby, BC V5J 4X1  
Tel: 604-434-6641  
Fax: 604-434-2217  
Web: [www.orkincanada.ca](http://www.orkincanada.ca)

### **Pest Detective (Natural pest control)**

860 West 1<sup>st</sup> Street  
North Vancouver, BC V7P 1A2  
Tel: 604-685-3377  
Alternate: 604-434-7378  
Email:  
[greatervancouver@pestdetective.com](mailto:greatervancouver@pestdetective.com)

### **UBC Plant Ops – Custodial Services**

Clerk III Amrit, Chhina  
Tel: 604-822-8683  
Fax: 604-822-2334  
Email: [amrit.chhina@ubc.ca](mailto:amrit.chhina@ubc.ca)

## **Photography**

### **UBC Communications and Community Partnership**

University Photographer  
Martin Dee  
Tel: 604-822-4775  
Fax: 604-827-2027  
Email: [martin.dee@ubc.ca](mailto:martin.dee@ubc.ca)

**Plastics** (Polyfilm, drop cloths, tarpaulins etc.)

**Associated Plastics & Supply Corp.**

1104 Franklin Street

Vancouver, BC

Tel: 604-251-9441

Fax: 604-251-9478

Email: [info@associatedplastics.com](mailto:info@associatedplastics.com)

Web: <http://www.associatedplastics.com>

**False Creek Industries Ltd.**

8811 Laurel Street

Vancouver, BC V6P 3V9

Tel: 604-324-4311

Fax: 604-324-4411

Toll Free: 1-877-324-4611

Web: [www.falsecreekind.com](http://www.falsecreekind.com)

**Plastic egg crates** (For packing letter & legal sized documents)

**Golden Valley Foods Ltd.**

3841 Vanderpol Ct.

Abbotsford, BC V2T 5W5

Tel: 604-857-0704

Fax: 604-607-5504

Toll Free: 1-888-299-8855

Web: [www.goldenvalley.com](http://www.goldenvalley.com)

**Vanderpols Eggs Ltd.**

3911 Mt. Lehman Road

Abbotsford, BC V4X 2N1

Tel: 604-856-4127

Fax: 604-857-0843

Toll Free: 1-800-561-8020

Email: [cservice@vanderpoleggs.com](mailto:cservice@vanderpoleggs.com)

Web: <http://www.vanderpoleggs.com>

**Possible Recovery Work Areas**

**Classroom Services**

Classroom / Exam Coordinator

Betty S. Wong

Tel: 604-822-9079

Email: [bettys.wong@ubc.ca](mailto:bettys.wong@ubc.ca)

**Student Recreation Centre**

Associate Director

Michael Tan, Athletics & Recreation

Tel: 604-822-2982

Email: [mtan@rec.ubc.ca](mailto:mtan@rec.ubc.ca)

SRC front desk: 604-822-6000

**Student Union Building ballroom**

AMS Administration Office

Tel: 604-822-2901

**The War Memorial Gymnasium**

Beth Im-Jenkins, Facilities Coordinator

Tel: 604-827-4547

Email: [beth.im-jenkins@ubc.ca](mailto:beth.im-jenkins@ubc.ca)

## ***Pumps***

**Note:** For water removal of up to 2” of water, call the Fire Department (604-665-6000).

### **Harrigan Rentals & Equipment**

1175 Venables St.  
Vancouver, BC V6A 2E3  
Tel: 604-877-1411  
Fax: 604-877-1730  
Web: <http://www.harriganrentals.com>

### **A & B Tool Rentals**

3900 Main Street  
Vancouver, BC V5V 3P2  
Tel: 604-879-8633  
Fax: 604-879-0724  
Web: <http://www.abtoolrentals.com>

## ***Pumps***

*SEE Tool & Equipment Rental*

## ***Radios (AM/FM)***

*SEE Electric equipment & supplies*

## ***Radios (2-way / walkie-talkies)***

### **Campus Security**

Non-emergency: 604-822-2222

### **Safewalk**

Administration Office: SUB 249H  
Tel: 604-822-5355  
Admin Tel: 604-822-2181  
Email: [safewalk@ams.ubc.ca](mailto:safewalk@ams.ubc.ca)

### **B.C. Communications Inc.**

399 Mountain Highway  
North Vancouver, BC V7J 2K9  
Tel: 604-985-0340  
Toll Free: 1-800-663-9342  
Fax: 604-985-0343  
Email: [info@bccommunications.ca](mailto:info@bccommunications.ca)  
Web: <http://www.bccommunications.ca/>

### **Trew Audio Vancouver (Rentals)**

3737 Napier Street  
Burnaby, BC V5C 3E4  
Tel: 604-299-9122  
Toll Free: 1-877-333-9122  
Fax: 604-299-9127

### ***Rentals: Shelters, heating & cooling, tools, etc.***

**Parallel Rentals Inc.**  
3955 Kitchener Street  
Burnaby, BC V5C 3L9  
Tel: 604-436-1418  
Fax: 604-436-1461  
Email: [rentals@parallelrentals.com](mailto:rentals@parallelrentals.com)  
Web: <http://www.parallelrentals.com>

### ***Rubbish Removal***

**All That Rubbish**  
8258 Tugboat Place  
Vancouver, BC V6P 6P8  
Tel: 604-261-3867, 604-259-0010  
Email: [scott@thatsrubbish.ca](mailto:scott@thatsrubbish.ca)  
Web: [www.junkremovalvancouver.ca](http://www.junkremovalvancouver.ca)

**City Haul Disposal**  
1816 14<sup>th</sup> Avenue W.  
Vancouver, BC V6J 2J9  
Tel: 604-731-3100  
Web: [www.cityhauldisposalvancouver.ca](http://www.cityhauldisposalvancouver.ca)

### ***Safety equipment & clothing***

**Treen Gloves & Safety Products Ltd.**  
(First Floor) 704 Alexander Street  
Vancouver, BC V6A 1E3  
Tel: 604-253-4588  
or Toll Free: 800-665-1564  
Fax: 604-253-7040  
or Toll Free: 877-253-7040  
E-mail: [info@treensafety.com](mailto:info@treensafety.com)  
Web: <http://www.treensafety.com>

**Carleton Rescue Equipment Ltd.**  
3201 Kingsway  
Vancouver, BC VSR 5K3  
Tel: 604-438-6303  
Toll Free: 877-438-6362  
Fax: 604-434-5914  
Web: <http://carletonrescue.com>

## **Salvage services**

*SEE Emergency flood & fire restoration*

## **Stationery**

*SEE Office supplies*

## **Thermometers**

### **Canadian Tire**

2290 Cambie Street  
Vancouver, BC V5Z 2T7  
Tel: 604-707-2290

### **Sherman Instruments**

John Sherman Agencies Limited  
1641 Venables Street  
Vancouver, BC V5L 2H1  
Tel: 604-254-9622  
Fax: 604-254-3123  
Toll Free: 877-251-9622  
Email: [info@johnsherman.com](mailto:info@johnsherman.com)  
Web: <http://www.johnsherman.com>

## **Toilets (portable)**

### **Pit Stop Portable Toilet Services Ltd.**

102 - 430 Canfor Ave  
New Westminster, BC V3L 5G2  
Tel: 604-882-8100  
Toll Free: 1-888-556-0777  
Fax: 604-540-8189  
Web: <http://www.pitstopportables.com/>

### **Smithrite Portable Services Ltd.**

70 Golden Drive  
Coquitlam, BC V3K 6B5  
Tel: 604-529-4030  
Toll Free: 800-463-8368  
Web: <http://www.smithrite.com/>

### ***Tool & Equipment Rental***

#### **UBC Head Tool Crib**

Steve Windle  
Tel: 604-822-1341  
Cell: 604-209-7856  
Email: [toolcrib@exchange.ubc.ca](mailto:toolcrib@exchange.ubc.ca)

#### **UBC Plant Ops Tool Crib**

Tel: 604-822-1341

### ***Vacuums (wet/dry)***

#### **Kingsway Vacuum Sales & Service Ltd.**

3531 Kingsway  
Vancouver, BC V5R 5L8  
Tel: 604-435-5581

#### **Planet Clean / Janitors' Warehouse**

100 SW Marine Drive  
Vancouver, BC V5X 2R1  
Tel: 604-327-7708  
Toll Free: 1-800-663-9877  
Fax: 604-327-2183  
Email: [info@planetclean.com](mailto:info@planetclean.com)  
Web: [www.planetclean.com](http://www.planetclean.com)

### ***Waste Management & Dispatch***

#### **UBC Waste Management Program**

2329 West Mall  
Vancouver, BC V6T 1Z4  
Tel: 604-822-3827  
Fax: 604-822-5209

#### **Manager, Municipal Services**

Darren Duff  
Tel: 604-822-0439  
Cell: 604-250-1581  
Email: [darren.duff@ubc.ca](mailto:darren.duff@ubc.ca)

## D. Professional Conservator Contacts

### ***Books and Binding***

#### **Advance Bindery Co.**

8338 St George St  
Vancouver, BC V5X 3S7  
Tel: 604-322-1815  
Fax: 604-322-1805  
Email: [advancebindery@shaw.ca](mailto:advancebindery@shaw.ca)

#### **Clean Edge Trade Bindery**

306 Industrial Ave  
Vancouver, BC V6A 2P3  
Tel: 604-683-1988

#### **Lorraine Butler**

Meadland Bindery  
1192 Dignan Road  
Brentwood Bay, BC V8M 1H4  
Tel: 250-652-0231  
Email: [meadlandbindery@shaw.ca](mailto:meadlandbindery@shaw.ca)

#### **Pacific Bindery Services Ltd.**

870 W Kent Ave  
Vancouver, BC V6P 6Y6  
Tel: 604-873-4291  
Toll Free: 1-888-873-4291  
Email: [info@pacificbindery.com](mailto:info@pacificbindery.com)

#### **Rasmussen Bindery**

53 Bewicke Avenue  
North Vancouver, BC V7M 3B6  
Tel: 604-985-1912  
Fax: 604-985-6100  
Email: [info@rasmussenbindery.com](mailto:info@rasmussenbindery.com)  
Web: <http://www.rasmussenbindery.com>

#### **The White Rock Bookbinding & Restoration Company**

932 Finlay Street  
White Rock, BC V4B 4K4  
Tel: 604-535-9814  
Email: [info@VancouverBookRestoration.com](mailto:info@VancouverBookRestoration.com)  
Web: <http://www.vancouverbookrestoration.com>

### ***Consulting Services, Conservation Assessments***

#### **Mary Lou Florian**

133 Simcoe St.  
Victoria, BC V8V 1K5  
Tel: 1-250-385-8263  
Email: [mflorian@telus.net](mailto:mflorian@telus.net)

#### **Rosaleen Hill**

Assistant Professor  
Queen's University Art Conservation  
Program  
15 Bader Lane  
Kingston, ON K7L 3N2  
Tel: 613-553-6166 x74341

## **Document Drying**

### **CDT International**

Canadian Office  
26 Burford Rd., Suite 200  
Hamilton, ON L8E 3C7  
Emergency: 1-866-664-2384  
Email: [info@cdtcat.com](mailto:info@cdtcat.com)  
Web: [www.cdtcat.com](http://www.cdtcat.com)

### **Thermotech Environmental Inc.**

#8 Saskatchewan Ave.  
Devon, Alberta T9G 1E7  
Toll Free: 1-855-987-8002  
Tel: 780-487-8878 (Edmonton Direct)  
Shop: 780-987-8002  
Fax: 780-987-2838  
Emergency (John): 780-718-6580  
Email: [admin@tteheat.com](mailto:admin@tteheat.com) or  
[john@tteheat.com](mailto:john@tteheat.com)  
Web: <http://www.tteheat.com>

## **Objects**

### **Andrew Todd**

1215 Miller  
Bowen Island, BC V0N 1G0  
Tel: 604-947-2617  
Email: [atodd@direct.ca](mailto:atodd@direct.ca)

### **Penny Poulin (Ceramic restoration)**

2153 West 46th Av.  
Vancouver, BC  
Tel: 604-266-2299

### **Corey Bryson**

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### **Harrison Art Services**

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Studio: 604-224-5736  
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## **Organic Materials**

### **Fraser Spafford Ricci**

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Email: [info@fsrconservation.com](mailto:info@fsrconservation.com)  
or [sarah@fsrconservation.com](mailto:sarah@fsrconservation.com)

## **Paintings and Frames**

### **Cheryl Harrison**

CONSERV-ARTE  
1147 Grant Street  
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Email: [info@conserv-arte.ca](mailto:info@conserv-arte.ca) or  
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### **Denise LeBeau**

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### **Rebecca Pavitt**

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## ***Paper and Archival Materials***

### **Betty Walsh**

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### **Charles Brandt**

Charles Brandt Book & Paper  
Conservation  
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### **City of Vancouver Archives**

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Email: [archives@vancouver.ca](mailto:archives@vancouver.ca)  
Can refer to professional conservator

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## **Textiles**

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## E. Handling PR

*“...good communications management can defuse the risk of negative publicity and even enhance your library’s reputation in the community.”*

– Jan Thenell

The Director of Emergency Operations (DEO) may be called to act as the Library Spokesperson in a disaster situation. In this role, the spokesperson’s primary responsibility is to serve as the voice of the library. He/she must speak quickly, truthfully, and humanely while preserving the library’s reputation. All information must be presented to the public through the Library Spokesperson if the UBC Public Affairs Office requires.

- If possible, keep current fact sheets, histories, mission statements, descriptions of library’s governing structure, annual reports, financial information, information about library support groups and any other relevant information the media and/or public might be interested in at hand.
- **Use the UBC Library Fact Sheet for quick reference.**
- Keep communication with stakeholders (university, students, faculty, staff, etc.) open and up-to-date by using newsletters, e-mail, the library’s website, news releases and other communication tools such as social media. No one should be kept out of the loop. Consult with the Communications Coordinator for assistance.
- Key messages to portray are:
  - The library’s first concern is for the welfare those who are hurt or affected in any way;
  - These are the facts as we know them and;
  - We will keep you informed as we get new information.
- Be prepared: broadcast media will want the basics immediately (5 W’s), but print reporters will have more time and more questions. Newspapers will usually go with a straight news story the first day and follow it up with more detailed information later.

The University of British Columbia Library  
Collections Disaster Recover Manual

- You can influence the media coverage, but you can't control it. Make sure the library is the primary source of information.
- How to talk to the press:
  - Don't speak off the record.
  - Don't say "No comment." But do say "This is what we know at this time."
  - Don't speak in absolutes.
  - Don't be afraid to say, "I don't know." Find out and get back to them.
  - Don't speculate about why something happened.
  - Don't talk about damage estimates (in monetary terms especially).
  - Don't allocate blame.
  - Anticipate hostility and don't take it personally.
  - Think visually: How will this look on the evening news?
- Provide reporters with press kits including news releases, a statement from the director, library background information, etc.
- If false information gets out, call the reporter to clarify the facts.

*This section was taken primarily from Jan Thenell's The Library's Crisis Communications Planner. Please feel free to consult this work for more information regarding crisis PR.*

## F. Emergency Supplies

Each branch or division should have its own cache of emergency supplies. The table below describes the basic set of disaster response materials. You should never have less than the quantities indicated.

If your division is in charge of a very large area, particularly one containing many ranges of shelving, you should probably request additional supplies.

Contact Supply Management and Procurement (see **University Units and Contacts – Supply Management University**) for additional emergency supplies.

Item description	Quantity
Plastic sheeting, 4 mil.	1 roll
Disposable gloves, surgical, non-sterile*	1 box
Disposable gloves, rubber, household*	4 pairs
Garbage bags, large plastic	25
Knife	1
Mop & wheeled wringer bucket	1 each
Newsprint	300 sheets
Pails, plastic	3
Paper towels, 250 per bundle	10 bundles
Screwdriver (Flathead or Allen Key)	1
Trouble lamp & 11 metre cord	1
Flashlights**	minimum 2
Velcro “coins” for securing heavy objects	3 packages

\* Please examine the gloves carefully. They can disintegrate over time.

\*\* Please check the flashlights to be sure they have working batteries.

## **G. ASRS Procedures**

## **H. Surrey Warehouse Procedures**



## **XVII. Branch Specific Information**

### **A. Branch Quick Info Sheet**

Emergency Supplies Location: \_\_\_\_\_

Branch Evacuation Meet-up Location: \_\_\_\_\_

Facilities Manager Contact Information:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Cell: \_\_\_\_\_

Email: \_\_\_\_\_

## **B. Branch Phone Tree**

## **C. Disaster Triage List**

## **D. Floor Plans**

## **E. Disaster Reports**