

Shelter from the Stormy Blast:

*A Guide to Disaster Recovery Resources
for Georgia and the Southeast*
(2007 Update)



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- Atlanta Regional Council for Higher Education (ARCHE)
www.atlantahighered.org
- Society of Georgia Archivists (SGA)
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- Southern Libraries Regional Network (SOLINET)
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Preface

Shelter from the Stormy Blast is designed to serve primarily as a compass, helping readers navigate intelligently through a myriad of disaster recovery services and products. While much of the current disaster recovery literature includes extensive lists of vendors, the goal of this publication is to assist readers in making thoughtful decisions and informed choices.

Shelter from the Stormy Blast is intended for the use of libraries and archives, but records repositories, museums, historical societies, and other agencies will also find resources included with their needs in mind. As its subtitle indicates, *Shelter from the Stormy Blast* has been prepared specifically for institutions in Georgia and the Southeast. However, much of the material has general application and will be of use to institutions throughout the United States.

Originally, *Shelter from the Stormy Blast* grew out of a disaster planning process conducted by the Preservation Committee of the Atlanta Regional Council for Higher Education ([ARCHE](#)). It was published by ARCHE and the Southeastern Library Network, Inc. ([SOLINET](#)) in 1998.

Members of the original committee with the institution they represented:

Laurel Bowen, [Georgia State University](#)
Kim Collins, [Atlanta College of Art](#)
Marcia Cross-Briscoe, [Atlanta-Fulton Public Library](#)
Linda Davis, [Columbia Theological Seminary](#)
Ann Frellsen, [Emory University](#)
Cathy Jeffrey, [Clayton State University](#)
Hilary Kaplan, [Georgia Archives](#)
Trudy Kelly, [Mercer University Atlanta](#)
Nan McMurry, [University of Georgia](#)
Leigh McNichols Hall, [Southern Polytechnic State University](#)
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Sharon Robinson, [Atlanta-Fulton Public Library](#)

Sara Saunders, [Atlanta History Center](#)
Marcia Watt, [Emory University](#)

Liz Hornsby of [SOLINET](#) served as editor and designer for the 1998 print version.

In 2006, the Society of Georgia Archivists ([SGA](#)) created a Disaster Preparedness Committee in response to the widespread disasters of hurricanes Katrina and Rita that took place in 2005 along the Gulf Coast. Projects outlined by the Committee included working with ARCHE and SOLINET to update *Shelter from the Stormy Blast*. Those committee members who worked directly with the update are listed below.

Ann Frellsen, [Emory University](#)
Valerie Frey (Committee Chair), [Georgia Archives](#)
Nora Lewis, [Georgia Historical Society](#)
Kara McClurken, [SOLINET](#)
Tina Mason Seetoo, [Georgia Archives](#)
Rita Smith, [Mercer University School of Medicine Library](#)
Christine Wiseman, [Georgia Archives](#)

Acknowledgments

The authors of the original *Shelter from the Stormy Blast* noted that they were indebted to the reviewers, directors, and colleagues who provided support, encouragement, advice, and professional expertise. This is also true for the updated version.

The creators of the first version noted appreciation for Janice Mohlhenrich's editorial suggestions and sound professional advice, Hilary Kaplan's technical expertise from a conservator's point of view, and Judith Brook's (Mercer University) publication help. Since we are building upon the work of others, those helping with the updated version would like to thank these individuals as well. Both versions rely upon the help of ARCHE and SOLINET, so we are grateful for the support of Michael Gerber (ARCHE President), Beth Day (ARCHE Vice President), and Kara McClurken (SOLINET). The Executive Board and the Disaster Preparedness Committee members of the Society of Georgia Archivists have also been very helpful.

About the Partnering Organizations

[ARCHE](#): The Atlanta Regional Council for Higher Education was founded in 1938. It brings together the Atlanta region's public and private colleges and universities. ARCHE builds awareness of the size, scope, impact and value of higher education in the region and helps its nineteen members share strengths through cooperative programs.

[SGA](#): Founded in 1969, the Society of Georgia Archivists represents around 200 individuals and repositories that care for historical records. In association with its member archivists, librarians, records managers, museum and historical agency personnel and educators, the Society of Georgia Archivists is working to preserve the past and the present for the future.

[SOLINET](#): The Southeastern Library Network, Inc., founded in 1973, is a not-for-profit library cooperative serving the Southeastern United States (Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee, Virginia) and the Caribbean. A membership network of libraries and other information organizations, SOLINET works in collaboration with many partners, from local to international, to provide leadership for cooperative action, improve access to information, and enable members to effectively anticipate and address the region's needs for education, economic development, and improved quality of life.

Introduction

Shelter from the Stormy Blast provides a link between the general advice offered by disaster planning manuals and the specific actions that must be taken when disaster strikes. Few disasters can be managed without at least some outside assistance, yet locating such assistance often presents an unanticipated challenge added to already difficult conditions. *Shelter from the Stormy Blast* attempts to make this phase of disaster recovery easier.

Shelter from the Stormy Blast contains six sections:

Section 1: Emergency Networks

This section provides a brief overview of the Federal Emergency Management Agency (FEMA) and information about state and local emergency response networks. These agencies may have a role to play in the response to a local disaster, and every institution's disaster management plan should contain instructions for contacting emergency authorities.

Section 2: Evaluating Disaster Recovery Services & Products

Readers are encouraged to identify, evaluate, and make advance arrangements with vendors of disaster-related products and services well before any disaster strikes, but selecting the most appropriate vendors from among the many possible choices can be difficult. Section 2 of *Shelter from the Stormy Blast* provides a list of questions for archivists and librarians to ask vendors in order to evaluate their potential to “do the job right.”

Section 3: National/Regional Disaster Recovery Services & Supplies

Section 3 gives definitions for recovery technologies and industry terminology. (Please note that the list of companies that specialize in disaster-related products and services from the first edition of *Shelter from the Stormy Blast* has been removed from the updated edition. For a list, please see the SOLINET website for [publications on disaster planning](#).)

Section 4: Locating Local Disaster Recovery Services & Products

Specialized disaster-management companies represent one option for responding to disaster. Some institutions, however, may prefer to turn to local resources for help. This approach is likely to involve use of telephone yellow pages and Internet search engines. To address this need, Section 4 of *Shelter from the Stormy Blast* provides a list of the most helpful yellow page entries and search terms to use in the search for disaster-related products and services. Many of these entries are annotated with further information about locating disaster assistance. Note that specific company names are not included in this section: to list all those possible for every locality would result in an enormously bulky guide, with the contents largely irrelevant to any given institution's needs. The emphasis of this section is the process of locating and choosing local services and products.

Section 5: Disaster Planning Literature

Producing a plan should be the first and most important step any institution takes to prepare for and to successfully cope with disaster. Many excellent guides are available to assist in the disaster planning process, and Section 5 of *Shelter from the Stormy Blast* provides a selection of these in an annotated bibliography.

Section 6: List of Abbreviations

Consult this section for a list of abbreviations that will be helpful to know when conducting disaster planning.

Section 1: Emergency Networks

Local Assistance

In the event of a disaster, first contact your local emergency management agency. Check your local telephone directory for the correct listing as official names and duties may vary. Once you know who you would call in the event of various disasters, it is important to cultivate a relationship with those local agencies *before* a disaster strikes.

State Assistance

Governmental and governing entities (e.g., the [Board of Regents for the University System of Georgia](#)) designate an emergency coordinator who deals directly with the [Office of Homeland Security and Georgia Emergency Management Agency](#) (OHS-GEMA). Check OHS-GEMA's website for additional information at <http://www.state.ga.us/GEMA/>. It includes links to other disaster-related websites.

During a disaster, GEMA deals with local emergency management agencies at the county or city level, rather than directly with individual libraries, archives, or other cultural institutions. For the state of Georgia, the main phone line for OHS-GEMA is 404-635-7000 or 1-800-TRY-GEMA. The Public Assistance Office of GEMA can be reached at 404-635-7060. This office can provide information about city and county emergency management agencies. Include this information in your institutional disaster plan.

GEMA is located at:

935 East Confederate Avenue, SE
Atlanta, Georgia 30316

Mailing Address:

P.O. Box 18055
Atlanta, Georgia 30316
Fax: 1-404-635-7005

If your institution is located outside of Georgia, you can find the contact information for your state emergency management agency on FEMA's web site: <http://www.fema.gov/about/contact/statedr.shtm> or by using a search engine of the Internet.

Federal Assistance

The [Federal Emergency Management Agency](#) (FEMA) was founded in 1979 "to reduce loss of life and property and protect our nation's critical infrastructure from all types of hazards, through a comprehensive, risk-based emergency management program of mitigation, preparedness, response and recovery." FEMA operates under the U.S. Department of Homeland Security.

For complete information on FEMA services, check out its extensive website at <http://www.fema.gov/>. The website includes a phone number to call to learn if you are eligible for assistance in the event of a presidential-declared major disaster: 1-800-462-9029. Also at the site are sections on [mitigation](#), [preparedness/training](#), [disaster assistance](#), and information on [current disaster areas](#).

Much of the Southeast falls into [FEMA Region IV](#) – FEMA’s largest region. The states of Region IV are Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee. The office is located at:

3003 Chamblee-Tucker Road
Atlanta, GA 30341
Telephone: 770-220-5200

Other federal agencies that may be involved with disaster preparedness/assistance include or with an organization’s working conditions during or after a disaster include:

- [The Occupational Safety and Health Administration \(OSHA\)](#)
- [The Environmental Protection Agency \(EPA\)](#)

Section 2: Evaluating Disaster Recovery Services & Products

General Questions to Ask Vendors -- Services

- What experience does your company or staff have working with my type of facility (libraries, archives, or museums, etc.)? Will you provide references?
- Has your company or staff undergone special training focused on working with libraries, archives, or museums?
- Are you bonded or licensed? What type of insurance do you carry? By what agencies? Will you provide a copy of license and proof of insurance?
- How do the services you offer libraries, archives, and museums differ from those offered to other businesses?
- What industry standards do you follow in your work? What protocols or established standards have you used previously in disaster recovery projects?
- What quality control measures are included in your services? Do you guarantee your work? If so, what are the conditions of the guarantee?
- What does your standard service include? Which services are classified as extra or additional, and what are their associated costs?
- What kind of prearrangement for services can customers make with you? May customers provide you with a profile containing their preferences?
- What services/prices do you offer that your competitors do not?
- Do you use a written service contract? Can you provide a review copy before we sign?
- Do you have limitations (e.g., size — large or small jobs) or restrictions (weight, quantity, geographic area, etc.) on your service?
- Will you provide a free estimate (including extra and associated costs)?
- How soon can you provide service? Are the service dates guaranteed?
- How many qualified workers will you assign to this project for its duration? [Note: Most companies hire “pick-up” labor and train them as needed to do various tasks so that the number fluctuates daily as work and availability changes. Your institution will want to know how many trained and experienced supervisors/crew bosses will be on site and will they be there full-time?]
- Will your employees be made aware that they will not be permitted to smoke, eat, or drink around our materials?
- Do you subcontract work? If so, how are subcontractors trained and supervised?
- Will you work on-site or remove the work to your facilities? Who makes this decision? What shipping/transportation arrangements will you make if you treat our materials off-site? Are our materials fully insured during transit? What are the additional costs?
- Would you allow a small team of qualified staff from our institution to supervise work in progress or monitor it on-site? How often should they expect to meet with your project managers for information exchange?
- What equipment will you bring in, and how much space do you need for its safe operation? What supplies will you bring in and how much storage space do you need onsite for them?

- Do you use any chemicals? Will you provide a list of these chemicals and their Material Safety Data Sheets (MSDS) prior to providing service? Can you provide documentation verifying that OSHA/EPA requirements are met?
- Would you require closing or a temporary evacuation of the building while you do your work?

General Questions to Ask Vendors -- Products/Equipment

- Do you rent equipment? If so, for what time period(s)?
- Do you sell new and/or reconditioned equipment?
- What kind of warranties/service do you provide?
- What kind of insurance do you provide with rented equipment? Is there an associated cost?
- Do you deliver and install equipment that is rented and/or purchased? Do you provide training? Is there an associated cost?
- What information do you provide about safety precautions for this equipment?
- How soon can you provide rental/purchase equipment and services? Do you guarantee availability?
- Will you provide a price list? Are there any discounts for non-profit or educational organizations? Are there any discounts for long-term or short-term use?
- Can you put me on a mailing list to receive periodic price and equipment updates?
- Do you provide on-site repairs for rental equipment breakdowns?
- Do you provide 24-hour service?

General Questions to Ask Vendors -- Products/Supplies

- Do you have products specifically designed for my type of facility (libraries, archives, or museums, etc.)?
- What other facilities similar to mine have used your product?
- Do you provide free delivery?
- What kind of quality control do you maintain? What is your policy on returning or replacing faulty merchandise?
- Do you provide discounts to non-profit or educational organizations?
- Do you provide discounts for bulk purchases?
- What information do you provide about safety precautions for the use of your product? Are there any human or environmental hazards associated with your product?
- Will you provide Material Safety Data Sheets (MSDS), copies of product labels, and written information about any state and federal (e.g., OSHA/EPA) regulations for your product?
- Do your products have expiration dates printed on them? If not, can you give me information about product expiration?
- Are there any specifications for storage of your products (temperature, light exposure, etc.)?

General Questions to Ask Consultants

- What professional degree or certified training do you have?
- What other specialized training do you have?
- Are you licensed or certified? Are you a current member of any professional organizations in your field?
- What experience do you have with our institution's specific problem or situation?
- What other facilities like mine (libraries, archives, or museums, etc.) have you worked for? Can you provide references?

Section 3: Disaster Recovery Services & Supplies

There are a wide variety of recovery technologies and services available in the marketplace, yet sometimes it is difficult to get detailed technical descriptions of these services. Also, recovery companies may use different names for similar techniques. The following definitions are provided to help librarians and archivists become educated consumers of recovery services.

Users of this guide should identify their own specific needs and then carefully evaluate the suitability of these services and products. For example, while odor removal can be useful for circulating collections, it may damage photographs and may not be suitable for permanent archival collections. Also, be aware that some of these services are proprietary, and therefore the vendor will not divulge technical details. Be wary of any service that uses chemicals, and always request a Material Safety Data Sheet (MSDS).

These services apply primarily to wet books and paper. For a more thorough discussion of these technologies, with information on photographic materials, magnetic tape, leather, vellum, etc., see *Disaster Planning and Recovery: A How-to-do-it Manual for Librarians and Archivists* by Judith Fortson-Jones (New York: Neal-Schuman, 1992).

Definitions of basic salvage techniques can also be found on the [Emergency Response and Salvage Wheel](#)TM (© 2005, National Institute for the Conservation of Cultural Property, Inc.). Also, consult the National Park Service's series of "Salvage at a Glance" [Conserve-O-Grams](#) online for a quick overview of drying methods by collection format.

- **AIR DRYING**

Materials are dried in ambient environmental conditions – 70° -75° Fahrenheit and 50 - 55% (or lower) relative humidity (RH). Air circulation in the space should be increased using fans. Spread damp or wet materials out on tables or surfaces covered with absorbent material such as blotter paper, kraft paper or unprinted newsprint. Paper documents can be dried flat in small stacks or upright in racks. Increase evaporation rates by interleaving book pages with absorbent paper to wick moisture from pages and gutters of bindings. Interleaving should be changed when wet, and materials should be frequently monitored for possible mold growth. Circulating fans can be directed to blow gently over groupings of wet materials. Items should be placed under weight when nearly dry to minimize cockling. Drying will take from a few days to several weeks depending on degree of saturation and environmental conditions. See VACME and ZORBIX.

- **ANTI-MICROBIAL**

This may refer to a variety of vendor services used to eliminate or eradicate mold or biological contamination. The "treatment" may be applied by exposing contaminated or moldy materials to a chemical spray or mist. *These solutions could be harmful to collections materials, so it is critical to request a MSDS before agreeing to any type of spraying or fogging.* Keep in mind that the best way to remove mold is to dry it out and then remove residual by cleaning or

vacuuming. For more information on acceptable mold removal methods, see the mold remediation online guidelines in [Mold Remediation in Schools and Commercial Buildings](#) by the Environmental Protection Agency. See HEPA FILTER/VACUUM.

- **BLAST FREEZING**

The size and formation of ice crystals is governed by the rate and temperature of freezing. Blast freezing, used for certain types of food-stuffs, is designed to quickly freeze in a few hours, often involving temperatures in excess of -50° Celsius. The advantage of quick freezing for water-damaged collections is that ice crystals are kept very small, resulting in a limited amount of swelling. See FREEZING.

- **DESICCANT DRYING / DEHUMIDIFICATION**

Desiccant dehumidification is a contracted service used to rapidly dry out a building and its contents after a water disaster. Rapid and thorough drying of building materials (without high heat) is imperative to the prevention of mold growth. The process replaces humid air with controlled low humidity air (less than 20% RH). Atmospheric pressure, air movement and temperature control are manipulated to speed up the drying process. An entire building can be dried in this manner while leaving damp collections out on shelves; or a room or area of a building can be converted to a drying chamber. This process is for onsite drying of damp to slightly wet books and records, equipment, and furnishings. It is not suitable for drying coated paper.

- **DISINFECTANT**

Disinfection is likely not necessary. If the materials have been exposed to hazardous or toxic substances, all affected paper (or porous) materials will need to be reproduced or replaced. *In general, do not allow application of disinfection agents, solutions, vapors, or mists. Use of chemicals could cause paper to weaken, inks to run or fade, and harm to photographic materials, and damage to metal surfaces.* Vendors might have proprietary mixtures and may not reveal all the ingredients of their disinfectants. If chemicals must be used, keep a record of the type, quantity and use location of each chemical and cleaning agent used, along with the MSDS for each (must be provided to you by the vendor). Materials also should not be exposed to radiation, ozone, or microwaves.

- **DOCUMENT CLEANING**

Documents and books should only be cleaned by brushing with a soft bristle brush or vacuuming with a HEPA-filtered vacuum. Mud and debris can be rinsed from books and papers prior to drying. Most objects should not be cleaned with chemicals or cleansers. See DISINFECTANT.

- **FREEZE-DRYING**

Batches of damp to slightly wet materials can be dried in a specially engineered

self-defrosting blast freezer (one that quickly lowers the temperature). Very cold freezer coils draw out and condense the water vapor from the air. The water is drawn away from the wet material toward the drier air, thus drying the materials. Materials dry more quickly with less distortion if the temperature is kept between -10° to -40° F.

There are freezers that can be adapted for in-house use, but most likely freeze-drying would be contracted through a recovery vendor. This method is good for a variety of materials, after a small disaster if the institution has access to a freeze-dryer. Otherwise, this is not a very practical option since it is not easily scalable and the drying process is very long, from 2 –18 months. See BLAST FREEZING.

- **FREEZING**

If items cannot be dried within a few days, freeze them until further action can be taken. Freezing helps to stop mold growth, prevents inks from running and offsetting, and limits swelling. Blast freezing is best because smaller ice crystals are formed, but any commercial freezer will do. Pack materials loosely in cardboard or plastic boxes to allow air flow.

- **HEPA FILTER/VACUUM**

HEPA is an acronym for "high efficiency particulate air filter", as defined by the US Department of Energy. This type of air filter can remove at least 99.97% of airborne particles, down to 0.3 microns (µm) in diameter. Most dust and mold particulates are too small to be trapped by regular vacuum filters, but are larger than 0.3 microns and so are trapped in a HEPA filter. Therefore, an air purifier, respirator, or vacuum with a HEPA filter is preferred for use with moldy materials.

- **MOLD/MILDEW REMEDIATION/REMOVAL**

This phrase can mean two things: usually all it refers to is stopping fungal growth, but it can mean the application of chemicals. Molds (fungi) grow on organic materials (particularly cellulose-containing materials) in the presence of high humidity conditions. Fungi can grow in a broad temperature range, including temperatures comfortable for building occupants, so maintaining or lowering humidity is crucial to stopping and preventing mold growth.

The best method for “removing” mold is removing the moisture it must have to grow. *Application of chemicals or “treatment with a sanitizing agent” is not recommended.* See DISINFECTANT, DOCUMENT CLEANING, HEPA FILTER/VACUUM.

- **ODOR REMOVAL (deodorization)**

Odor removal chemicals are available in, liquid, dry and gaseous form: Liquid deodorants are available in water, oil, cream and gel form, and are generally dispensed using foggers or direct application. Dry deodorants are

available in cube and crystal form. They are placed in within proximity to the items but not touching them. Gaseous deodorants are produced from ozone generators.

Deodorants should not be used to mask toxic substances, or used to fool one's sense of smell, especially when toxic substances may exist. The safest way to reduce odor in materials after a disaster without using chemicals, is to let the items air out in a well-ventilated space with a high rate of air exchange. Be aware that it is a slow process.

- **OZONE**
Ozone is a very reactive form of oxygen. It is a colorless gas with a sharp characteristic odor often used by restoration contractors for the deodorizing treatment of fire, smoke, and water damaged materials. However, *there is little scientific data concerning the proof that ozonation destroys odors. It is a powerful oxidizing agent and accelerates the breakdown of organic materials, especially paper.* Disaster recovery services typically do not have any way to measure ozone exposure, nor therefore, the damage they are inflicting on collections. *Use of ozone is not acceptable for materials of permanent value;* however it may be a strategy to deodorize materials for short-term use or that will be reformatted. If using ozone equipment, follow the manufacturers' use procedures, safety precautions and ventilation recommendations.
- **REFRIGERATION STORAGE**
Cold, refrigerated storage of wet materials, at a temperature above freezing, is the second best choice for stabilizing wet materials if freezers are not available. However, this should only be an interim solution until materials can be transferred to a freezer.
- **REFRIGERATION TRANSPORT, "REEFER TRUCK"** – A refrigerated truck used to transport wet materials to cold storage or to a freeze drying facility.
- **SHOCKWAVE™**
This is an EPA registered disinfectant, sanitizer and cleaner designed for mold remediation. It is formulated to be used on both porous and non-porous materials. It is marketed to be used in water damage restoration especially when contamination is present. *This chemical may be useful for cleaning floors and shelving, but it should never be used directly on books or any collections materials.*
- **SMOKE/SOOT REMOVAL**
Smoke and soot residue can be wiped off materials with a natural rubber sponge. Dry ice blasting has also proven effective in removing smoke and soot residue. This should be done by a specialized vendor only. See DOCUMENT CLEANING.

- **STERILIZATION (GAMMA RADIATION, ETHYLENE OXIDE)**
 Sterilization methods used by recovery vendors to eradicate biological or microbial agents may include gamma radiation or ethylene oxide treatment. In fact, the US Postal Service uses gamma radiation to irradiate mail suspected to be infected with agents such as Anthrax. While these agents do render the materials sterile, they can cause permanent damage to cellulose. *Research has found that gamma radiation can result in decreased paper strength, and ethylene oxide is a serious health hazard. Use these services only when absolutely necessary.*
- **VACUUM FREEZE-DRYING**
 A process employing a combination of low temperature, low vapor pressure, and uniformly controlled heat in a vacuum chamber to dry materials. Frozen materials are placed in a vacuum chamber.
 At 32° F in a vacuum freeze-dryer, the ice in the materials vaporizes; i.e., H₂O goes directly from a solid to a gaseous phase through a process called *sublimation*. Vaporization absorbs heat and the temperature of the materials must be maintained at 32° F; accordingly, a small amount of heat must be applied to maintain the temperature. Swelling and distortion are greatly reduced with this process, since the ice in the frozen materials does not pass through a liquid state. Coated paper may be dried using this process if frozen within 6-8 hours after the disaster. Suitable for a wide variety of materials, this is the preferred method for salvaging saturated books and paper that are not easily replaced. (In most cases, it is actually much cheaper to replace materials than have them transported off-site and freeze-dried.) This is a specialized process that can only be done by a few recovery vendors. Materials will have to be dried offsite, and will be inaccessible for a period of time.
- **VACUUM THERMAL DRYING**
 Also called *vacuum drying* or *thermal drying*.
 Non-frozen, wet materials are placed in a vacuum chamber. During the drying cycle, the material is warmed by heated gas introduced into the chamber. When the material is heated, it thaws, which can increase damage: water soluble inks, adhesives, and colors will run; coated paper will stick together; book boards will likely become more warped; book cloth will bleed and blister. This technology may be suitable for wet, unbound materials, especially if they are to be photocopied or microfilmed after they are dry. It can be effective in smoke odor removal and in non-chemical fumigation. *This process is not suitable for coated paper or saturated materials.*
- **VACME PRESS DRYING**
 This patent-pending technology developed by Artifex Equipment, Inc. employs atmospheric pressure by creating a vacuum in a translucent pliable plastic bag. It can be used for a variety of procedures such as pressing books too large for a screw press. It may have application in drying wet books when combined with Zorbix™ (see below). Preliminary testing has found that wet books can be effectively dried, quickly and with little distortion, if interleaved with Zorbix™

and placed in a Vacme press. This could prove an alternative to air drying; but since only a few books can fit inside each Vacme bag, its use may be limited to small disasters.

- **ZORBIX™**

Zorbix™ is a patent pending flat blotter-type sheet containing a super absorbent polymer designed to dry wet books and records. It was developed by Artifex Equipment, Inc, and the USDA's National Agricultural Library. It soaks up to 50 times its weight in water and can be re-used multiple times. Sheets of Zorbix™ can be used to interleave wet books while air-drying to speed up the drying process. The super absorbent polymer can leak out of the sheet if cut or torn, or punctured. *As with any chemical, consult the MSDS before use.*

Section 4: Locating Local Disaster Recovery Services/Products

In compiling this section, subject headings were initially selected from the Georgia Business Directory, which includes a compilation of yellow page categories from all Georgia cities. These were modified, updated, and expanded, using subject headings from the BellSouth Yellow Pages®.

The resulting list of subject headings was checked, verified, and (in a few cases) updated with the yellow pages from selected Georgia cities. In addition, Internet searches were conducted by typing the phrase “Atlanta” along with the subject headings.

Most subject headings are annotated; this material comes from vendor advertisements in the BellSouth Yellow Pages®. Services advertised under some of the headings may not be what readers expect (see, for example, “Audio-Visual Equipment - Renting & Leasing”). The goal in each annotation is to convey an accurate sense of the products and services offered, so that customers in libraries, archives, and museums can evaluate their usefulness and communicate effectively with a variety of vendors.

Please note that some sections of the Yellow Pages® list only company names, addresses, and telephone numbers. If vendor advertisements were not present in these sections, or if they did not sufficiently describe a service or product, the subject heading appears here without any annotation. Entries for familiar kinds of contractors (building, heating, etc.) were also not annotated.

Yellow Pages® subject headings vary from year to year. Those cited here should not be considered a definitive “map” of local disaster services and products but are intended to serve as road signs, pointing you in the right direction for disaster recovery resources in your community.

The subject headings are listed in boldface. If a subject heading is useful using the Yellow Pages® as well as searches on the Internet, the color is in **black**. If it is useful for the Yellow Pages® only, the color of the subject heading is in **blue**. If the subject heading is useful only as on Internet search term, the subject heading is in **orange**.

A summary of the vendor advertisements found under each subject heading defines the nature of the service or product. The summary should raise questions in the mind of the reader that will assist him or her in evaluating specific vendor services and products.

Considerations that are not readily apparent from the summary are indicated under “Comments.” It is assumed that the reader has a basic familiarity with the types of services and products needed in emergency recovery. It is also assumed the reader will be cautious, skeptical, and well informed when measuring products and services against any applicable preservation standards.

We hope the summaries will alert readers to a range of alternatives in recovering from a disaster. We especially hope readers will be motivated to plan for disaster recovery efforts *before* an emergency occurs.

Air Cleaning & Purifying Equipment or Air Cleaning and Purifying Supplies

(See also Air Quality Service; Duct Cleaning; Ventilating Systems - Cleaning. See also Asbestos Inspection, Removal & Consulting Services.)

Air Conditioning Contractors

Vendors service, repair, sell, and install all brands. They often provide 24-hour service and free second opinions on replacement equipment. Vendors are usually licensed by the state and insured. Some vendors provide duct cleaning and air cleaners.

Air Conditioning Equipment & Systems - Repairing

Vendors often provide 24-hour emergency service. Typically they service all major brands. If you have a system that is outdated or an obscure brand, you may wish to contact service providers in advance of any problems to determine availability of parts.

Air Conditioning Systems - Cleaning

Vendors clean and sanitize ducts; remove germs and contaminants, including mold, mildew, and dust; and sometimes test indoor air quality. (See also Duct Cleaning.)

[Air Duct Cleaning] This term is not used.

(See Air Conditioning Systems - Cleaning; Air Purifying & Cleaning Equipment; Duct Cleaning; Ventilating Systems - Cleaning.)

Air Pollution Control

Indoor air quality services (testing, measuring, system design).

(See also Asbestos; Asbestos Inspection, Removal & Consulting Services; Environmental & Ecological Services.)

Air Pollution Measuring Service

Air Purifying & Cleaning Equipment

Filters and purifiers to reduce smoke, dust, mildew, and odors; and to improve air quality. Some vendors provide duct cleaning and “media and electronic air cleaners.”

- Comments: Does the equipment have HEPA (High Efficiency Particulate Arrestant) filters?

Air Quality Service

Air testing, duct cleaning, and consulting.

(See also Air Pollution Control; Asbestos Inspection, Removal & Consulting Services; Duct Cleaning; Environmental & Ecological Services; Ventilating Systems - Cleaning.)

Antiques - Repairing & Restoring

Vendors deal primarily with furniture and upholstery, but some may specialize in other areas, such as books or metalware.

Appraisers

Covers antiques, art, jewelry, silver, real estate, equipment. Several vendors mention certification or professional memberships such as the American Society of Appraisers. A few appraise books, stamps, etc.

Art Galleries, Dealers & Consultants

A few vendors offer appraisal and restoration services.

Art Restoration & Conservation

Primarily covers paintings, frames, and sculpture. Vendors may mention archival or museum standards and membership in professional organizations. Services may include restoration from fire, smoke, and flood damage. A few vendors mention documents, books, and/or photos. (See also Environmental & Ecological Services; Photo & Picture Restoration; Photo Restoration.)

- Comments: A vendor selected should follow American Institute for Conservation of Historic and Artistic Works ([AIC](#)) guidelines.

Asbestos or Asbestos Inspection, Removal & Consulting Services

Services include asbestos and lead paint abatement/removal, air testing, environmental management and consulting, and demolition. Many vendors are state licensed, insured, and bonded; many have AHERA-certified technicians. Some provide free estimates and emergency response.

- Comments: Do they comply with OSHA procedures and requirements? Do they monitor air quality during asbestos removal and provide air testing afterwards? To protect employees, will the building be shut down while the work is being done?

Audio-Visual Consultants & Designers

Consultants for audio-visual, video, and interactive equipment and systems. Most vendors design, install, and service multi-media systems for presentations, events, conference rooms, and security purposes. Several also rent, sell, and repair equipment. (See also Audio-Visual Equipment - Dealers.)

Audio-Visual Equipment - Dealers

Vendors sell, service, install, and rent sound, video, and data projection equipment and systems, primarily for presentations, conferences, and staged events.

Audio-Visual Equipment - Renting & Leasing

Vendors provide audio-visual services and rent audio-visual equipment, sound and lighting systems, large screen projection systems and video walls, LCD [video] projectors and panels, and data display and computer interfacing for meetings, conferences, and events.

Audio-Visual Equipment - Service & Repair

(See also Video Equipment - Service & Repair; Stereo & Hi-Fi Repairing & Parts; Tape Recorders - Service & Repair.)

Audio-Visual Production Services

Vendors provide audio-visual staging for events and presentations for meetings; duplication of audiotapes and videotapes; and slides, overheads, videos, and digital and photographic images. (See also Recording Service - Sound & Video; Video Production Services.)

Audio-Visual Services

See headings that begin with the following terms: Cassette Tape; Film; Imaging; Microfilming; Motion Picture; Photo/Photographers; Recording/Records; Slides; Stereo; Tape Recorders/Tape Recordings/Tapes; Television and Radio; Transcription; Video/Video Equipment/Video Tape. For Internet searches regarding audio-visual duplication, use phrases that begin with the media format and ends with the word “duplication” or “transfer”.

- Comments: Do vendors follow SMPTE procedures and standards? Are different qualities of film stock and magnetic media available? Is the vendor aware of special handling procedures for damaged materials? Check with AIC, Image Permanence Institute, Getty, NEDCC, etc., for appropriate standards.

Bacteria Control Services

(See also Environmental Control Services.)

- Comments: What environmental or health and safety standards do they follow?

Binderies

(See also Bookbinders.)

Some vendors provide library binding and restoration; others offer trade binding and binding for presentations or reports.

- Comments: Do vendors follow Library Binding Institute ([LBI](#)) standards? For hand binding, contact the American Institute for Conservation of Historic and Artistic Works ([AIC](#)).

Books - Used & Rare

Vendors buy, sell, and trade used, rare, and out-of-print books, including Southern titles. A few mention the Antiquarian Booksellers Association of America ([ABAA](#)) membership. Vendors occasionally offer appraisal services or hand restoration/rebinding.

Bookbinders

(See also Binderies.)

- Comments: Do vendors follow Library Binding Institute ([LBI](#)) standards? For hand binding, contact the American Institute for Conservation of Historic and Artistic Works ([AIC](#)).

Boxes - Corrugated & Fiber

Various sizes and types of boxes are available. Vendors consist of 1) moving supply companies — often open seven days a week and offering delivery and wholesale prices; and 2) design and manufacturing companies — which offer custom-made boxes, quick service, and laminated and display boxes. (They sometimes sell in small quantities.)

[Boxes - Plastic & Transparent] This term is not used.
(See Corrugated Plastic.)

Many sizes and types of boxes are available, including folding boxes. Vendors may rent or offer “immediate delivery.” A minimum order may be required.

Building Cleaning - Exterior

Vendors provide pressure washing, restoration, and waterproofing services. (See also Cleaning - Exterior; Pressure Cleaning Service; Sandblasting.)

Building Inspection

Residential, commercial, and industrial inspections and reports. Vendors may examine structure, air quality, and mechanical and electrical systems. Some inspectors are registered or certified.

Building Restoration & Preservation

Restorations and renovations; includes waterproofing services, coatings, and sealants. Selected vendors may offer historic preservation. (See also Historical Preservation & Restoration Services.)

Calibration Services

These services are for test equipment and measurement instruments. (See also Electronic Equipment & Supplies - Service & Repair.)

Cargo & Freight Containers

Carpet and Rug Cleaners

Vendors clean carpets and upholstery for commercial and residential customers. Services include stain removal; water and smoke damage removal and restoration; and odor removal. Most have 24-hour emergency service. Vendors often are licensed, bonded, and insured; give free estimates; and handle insurance claims. Other services: moisture control, mildew treatment, removal of pet odors, and repairs. (See also Fire & Water Damage Restoration; Furniture Cleaning; Water Damage Restoration.)

Carpet and Rug Cleaning Equipment - Rental

- Comments: Doing cleaning yourself may save money.

Carpet & Rug Cleaning Equipment & Supplies

Vendors sell, service, repair, and rent equipment; and sell supplies.

Carpet & Rug Repair

Includes patching, restretching, and repair of moth and water damage.

Cassette Tape Duplication Service

Vendors usually offer “on location recording.” Some also offer other audio-video duplication. (See also Recording Service - Sound & Video.)

CDs, Records & Tapes

Vendors buy, sell, and trade rare, collectable, and used materials.

- Comments: Vendors may be a potential source of replacements for damaged collections.

Ceiling Cleaning

Vendors restore, sanitize, and deodorize ceilings and often walls. Vendors should use “non-toxic chemicals” that meet Office of Safety and Health Administration ([OSHA](#)) and Environmental Protection Agency ([EPA](#)) requirements; and may offer free estimates and demonstrations.

Chemical Cleaning - Industrial

These vendors may provide stronger cleaning products or those in large quantities.

Chemists - Analytical & Consulting

Vendors provide laboratory testing. (See also Laboratories - Testing.)

Cleaners

Dry cleaning of clothing and draperies. Services may also include smoke odor removal. (See also Dry Cleaning.)

Cleaning - Exterior

Pressure washing of building exteriors and concrete surfaces to remove mildew or to clean up water damage. Most vendors are licensed and insured, and most give free estimates.

Cleaning – Interior

Ask vendors about licensing, insurance, and free estimates.

[Cleaning Services] This term is not used.

(See Air Conditioning Systems - Cleaning; Building Cleaning - Exterior; Carpet & Rug Cleaners; Ceiling Cleaning; Chemical Cleaning - Industrial; Cleaners; Cleaning - Exterior; Cleaning - Interior; Cleaning Systems - Pressure, Chemical, Industrial, Etc.; Deodorizing & Disinfecting; Drapery & Curtain Cleaners; Duct Cleaning; Environmental & Ecological Services; Fire & Water Damage Restoration; Furniture Cleaning; Garbage Collection; Janitor Service; Odor Control; Pressure Cleaning Service; Rubbish Removal; Sandblasting; Smoke Odor Counteracting Service; Steam Cleaning - Industrial; Vacuum Cleaning - Industrial; Ventilating Systems - Cleaning; Water Damage Restoration; Water Main Contractors; Window Cleaning.)

- Comments: Can the vendor provide a complete list of cleaning compounds used? Are there any hazards connected with their use?

Cleaning Systems - Pressure, Chemical, Industrial, Etc.

Pressure cleaning and pressure washing services; equipment sales and service (pressure washers and pumps). Several vendors are insured and give free estimates. (See also

Pressure Cleaning Service.)

Cold Storage

(See also: Refrigeration Equipment; Refrigerators & Freezers - Renting & Leasing; Warehouses - Cold Storage.)

Compressors

Sales, service, and rentals of air compressors and dryers. Emergency rentals and 24-hour service may be available.

Compressors - Renting

Computers - Service & Repair

Some vendors service and repair all major brands of computers, monitors, and laser printers; others specialize in certain components or brands. Specialties may include networks and data recovery. Vendors may offer same-day service, quick turnaround, on-site service, pick-up and delivery, service contracts, and warranties.

Computers - System Designers & Consultants* or *Computer Systems Consultants

Hardware, software, cabling; local/wide area networks, Internet access; design, installation, support, and training; systems integration and management.

Concrete Repairing, Restoration, Sealing & Cleaning* or *Concrete Repair

Includes waterproofing.

Consultants

(See also headings that begin with the following terms: Art; Asbestos; Audio-Visual; Computers; Data Systems; Engineers; Environmental; Historic Restoration; Roofing; Safety; Security.)

Containerized Freight Service

[Contractors] This term is not used by itself.

(See specific contracting services: Air Conditioning; Building; Drainage; Electric; Foundation; Heating; Plumbing; Roof; Sewer; Ventilating; Water Main; Waterproofing. For Internet searches, combine “contractors” with phrases that describe specific contracting services.)

Contractors Equipment & Supplies - Dealers & Service* or *Contracting Equipment & Supplies

Sales, service, and rentals of equipment, including pumps, forklifts, and generators.

Contractors Equipment & Supplies - Renting & Leasing* or *Contracting Equipment & Supplies--Rental

Equipment and tools for rent include generators, pumps, forklifts, and air compressors. (See also Rental Service Stores & Yards.)

Contractors - General

Commercial, residential, and industrial additions, remodeling, renovation, and repair. Vendors may do shell (frame or exterior structure only) or turnkey (complete and ready-for-use) construction. Specialties may include foundations, roofing, termite/structural repair, and water/fire/storm damage restoration. Vendors are often licensed, bonded, and insured; most give free estimates. (See also Fire & Water Damage Restoration and specific contracting services, such as Foundation Contractors.)

Copying Service

Photocopying centers and print shops offering black & white and color copying, collating, binding, and printing. Services may include high-speed copying, pick-up/delivery, scanning/digital copying, oversize copying, electronic printing, and copies from slides/negatives/transparencies/film/disks/e-mail. Some vendors are open 24 hours/7 days. Legal service copying firms offer high quality and accuracy, as well as high speed and high volume.

- Comments: Quality control is important in duplicating library collections. Is alkaline paper needed? You should also be familiar with the “peel” or “tape pull” test for stability of copies; a copier’s gray scale (important for reproducing photos and graphics); and the lack of preservation standards for color copies and digital copying. Note that “binding” in this context is usually intended only for temporary use and does not meet the LBI standard.

Corrugated Plastic

Services include plastic corrugated boxes, useful for recovery of wet materials.

Data Processing Service

Services include data entry, database management, laser printing, tape/diskette conversion, and microfilming. (See also Microfilming Service, Equipment & Supplies.)

Data Retrieval/Recovery Services

Some offer 24 hour service for a variety of media. (See Computers - Service & Repair; Information Processing & Retrieval Systems & Services.)

Data Systems - Consultants & Designers

Dehumidifying Equipment & Service

Moisture control services, dehumidification systems, equipment, and products (e.g., silica gel).

- Comments: Does the equipment have any special voltage or power requirements?

Deodorizing & Disinfecting

Commercial and residential cleaning and odor removal (smoke, mildew, chemicals/pesticides, and animals). (See also Carpet Cleaning, Dyeing & Repair; Ceiling Cleaning; Fire & Water Damage Restoration; Odor Control; Pest Control Services; Smoke Odor Counteracting Service.)

- Comments: This service may not be suitable for all collections. See Section 3.

Disaster Recovery

(See also Drying Equipment -- Industrial; Drying Service, Data Retrieval/Recovery Services.)

Drainage Contractors

Drainage control systems and services for landscapes and also for buildings. Vendors may offer consulting, free estimates, and 24-hour emergency service. (See also Waterproofing Contractors.)

Drapery & Curtain Cleaners

Services frequently include free take-down and re-hang. Vendors often clean carpets and upholstery as well.

Dry Cleaning

(See also Cleaners.)

Dry Ice

(See also Ice - Dry.)

Drying Equipment - Industrial

This includes compressed air dryers. (See also Disaster Recovery.)

- Comments: Are there any special voltage or power requirements? Are rentals available?

Drying Service

Duct Cleaning

Vendors remove mold, mildew, dust, and odors from heating and air conditioning systems to improve air quality. Many are licensed or certified. Some offer free estimates and 24 hour service.

Electric Contractors

Some offer 24 hour service and are licensed/insured.

Electric Equipment - Service & Repairing

Services include testing, repair, and upgrading of circuit breakers, transformers, and industrial equipment.

Electronic Equipment & Supplies

Dealers sell test equipment, cable, connectors, tools, semiconductors, etc.

Electronic Equipment & Supplies - Service & Repair

Instrument calibration and repair for test equipment; services for computer support systems, telecommunications, and control systems.

Electronic Instruments

[***Electronic Records***] This term is not used.

(See Computers - Service & Repair; Data Processing Service; Information Processing & Retrieval Systems & Services.)

Electronic Testing Equipment

Vendors sell or rent new and used test and measurement equipment for industry, computers, and telecommunications.

Engineers - Professional

Engineers - Professional - Air Conditioning Heating & Ventilating or ***Engineers--HVAC***

Engineers - Professional - Building Inspection

Engineers - Professional - Consulting

Includes members of the Consulting Engineers Council of Georgia Inc. (registered professional engineers engaged in private engineering practice).

Engineers - Professional - Environmental

(See also Environmental Consultants; Environmental & Ecological Services.)

Engineers - Professional - Fire Protection

Engineers - Professional - Foundation

Engineers - Professional - Refrigerating

Engineers - Professional - Structural

Environmental Consultants

Services include environmental and real estate audits, site assessments, indoor air quality testing, air/soil/groundwater remediation, and lead/asbestos/hazardous waste management. (See also Environmental & Ecological Services.)

Environmental Control Services

Environmental & Ecological Services

Vendors provide consulting/assessment/testing and remediation/clean-up/removal involving air quality, groundwater, and soil. Vendors deal with asbestos, oil, chemicals, and sludge (pollution, hazardous waste, spills, contamination). Most provide 24-hour emergency response. A few advertise OSHA-trained personnel. (See also Environmental Consultants; Laboratories - Testing.)

- Comments: Determine applicable OSHA requirements.

Extermination & Fumigation

(See also Pest Control Services.)

Fans - Industrial & Commercial

Vendors can supply heavy duty and high velocity fans; roof, wall, and ceiling ventilators; exhaust fans; and air circulators. Centrifugal, propeller, and tube-axial types are available.

- Comments: Are there any special voltage or power requirements? Are rentals available?

Film Studio - Production Facilities

Film production and editing. (See also Video Production Services.)

- Comments: Will vendors duplicate films?

Filtering Materials & Supplies

Filters - Air & Gas

Supplies to filter out contaminants and purify air.

Fire & Water Damage Restoration

Recovery and repair of damage to commercial or residential structures and their contents resulting from fire, smoke, water, and wind. Most vendors provide 24-hour emergency service. Services include guaranteed removal of smoke odors; boarding up and repair of the structure; storage of the contents; carpet/drapery/furniture cleaning; water extraction; drying and dehumidifying; and mold/mildew treatment. Some vendors are licensed, insured, bonded, or certified. Most handle insurance claims. A few advertise specialties such as electronic and mechanical equipment restoration or work with books, documents, and microfilm. (See also Carpet & Rug Cleaners; Odor Control; Smoke Odor Counteracting Service; Water Damage Restoration.)

- Comments: Some materials may need a professional conservator's attention.

Flood Control Equipment & Services

Water damage restoration services. (See also Water Damage Restoration.)

Foundation Contractors

Structural stabilizing and repairs. (See also Waterproofing Contractors.)

[***Freezers***] This term is not used.

(See Cold Storage; Refrigerators & Freezers - Renting & Leasing; Trailer Storage; Warehouses - Cold Storage.)

Fumigation

(See also Pest Control Services.)

Fur Storage

- Comments: Will vendors also provide cold storage for collections?

Furniture Cleaning

Upholstery and carpet cleaning services. (See also Carpet & Rug Cleaners.)

Furniture Repairing & Refinishing

Vendors refinish, restore, and repair antiques and modern furniture for home or office. Services include insurance claims, moving damage claims, pick-up and delivery, free estimates, and on-site repair. A few vendors specialize in water, fire, or smoke damage. (See also Antiques - Repairing & Restoring.)

- Comments: These services should be for office furniture in your institution. For collection items with historical value, consult a museum expert before attempting any repair or refinishing as this may severely affect the item's value.

Garbage Collection

Commercial, industrial, and residential waste removal; recycling; hauling; and containers. Some vendors provide construction or demolition clean-up, land clearing, or yard clean-up.

Garbage Removal

Removal of furniture, home or business contents, rubbish, tree limbs, roofing debris, and construction debris. A few vendors also offer demolition clean-up. (See also Rubbish Removal.)

Generators - Electric

Vendors offer sales, service, parts, and rental for many types of generators of various uses. Some vendors provide 24-hour service.

Generators - Electric - Renting

Many kinds of generators are available, for a variety of uses. Vendors may offer 24-hour emergency service. (See also Rental Service Stores & Yards.)

- Comments: Are there any special voltage or power requirements?

Hazardous Materials & Waste Contractors

Collection, transportation, and disposal of asbestos, laboratory waste, and other hazardous materials. Vendors provide (or may rent) certified containers. Some offer 24 hour service. (See also Asbestos Inspection, Removal & Consulting Services; Environmental & Ecological Services.)

- Comments: Will they handle nitrate film/negatives?

Heating Contractors

Heating Equipment & Systems - Cleaning & Repairing

(See also Heating Contractors.)

Historic Restoration Consultants

Historical Preservation & Restoration Services
(See also Building Restoration & Preservation.)

Humidifiers

Ice

Dry, cube, and block ice. Several vendors offer emergency service.

Ice - Dry

Vendors may have emergency service and provide delivery.

- Comments: Do not use with microforms. (See also Dry Ice.)

Imaging Services

Scanning, slide imaging, producing optical discs.

Information Processing & Retrieval Systems & Services

Insect Control Devices

Janitor Service

Commercial and industrial cleaning on a one-time or contract basis. Vendors clean floors, carpets, and windows; and provide facility maintenance. Other services include construction site clean-up, odor removal, and water and fire damage restoration. Vendors may give free estimates; provide emergency service; and be licensed, bonded, insured, and available 24 hours a day. (See also Water Damage Restoration.)

Janitors Equipment & Supplies

Vendors sell supplies such as buckets, brooms, mops, paper towels, trash containers, plastic bags, cleaners, and disinfectants. Equipment such as wet vacs, vacuum cleaners, and carpet cleaners can be rented or purchased. Vendors may offer fast service/delivery and low prices.

Laboratories – Testing or ***Laboratories Environmental Testing*** Environmental, nutritional, and electronic testing and analysis. Several vendors cite professional affiliations, certifications, and compliance with specific standards. (See also Environmental & Ecological Services.)

- Comments: Determine appropriate regulatory agencies and standards (OSHA, EPA, ANSI, etc.).

Laminations – Plastic & Paper

Laminating and drymounting of maps, posters, photos, film, wood plaques, etc. Some vendors provide corner rounding and other finishing services.

- Comments: *Lamination is NOT considered an appropriate preservation method.*

Lead Detection & Removal

Vendors perform surveys, testing, monitoring, and abatement.

Leak Detecting Service or ***Leak Detection Service***

Includes electronic and infrared detection of water, sewer, natural gas, and asbestos/lead leaks. Some vendors offer 24-hour emergency service.

Material Handling Equipment

Sales, service, and rental of equipment, including lift trucks, forklifts, hand trucks, pallets, plastic tote boxes, wire containers, and shelving. Some vendors provide engineering of systems (such as conveyors).

Microfilming Service, Equipment & Supplies

Document imaging systems, services, equipment, and supplies. Data/information management. Microfilm/fiche processing and duplication. Some vendors offer computer output to microfilm or CD, as well as paper to microfilm. Some assist customers in buying imaging systems for business records management and provide training in their use. One company offers “disaster recovery service.”

- Comments: Filming, processing, and duplication should adhere to ANSI/AIIM standards. Filming companies that provide records management services may not be suitable vendors for institutions wanting to maintain permanent collections. Preservation standards for CD-ROM and optical disk formats have not been established.

Mildew Proofing

Moisture Control

Mold & Mildew Services

Some offer free estimates and accept insurance.

Motion Picture Labs

(See also Film Studio - Production Facilities.)

- Comments: Talk to vendors about repairing damage, reformatting, and copying.

Movers

Vendors provide residential, commercial, and industrial relocation services for local or long distance moves. Services are often available 24 hours a day, seven days a week. Some vendors provide storage, including records storage. Vendors may pack and unpack; load/unload rental vehicles; move only; or simply rent trucks. Other services include “last minute moves” or small moves; experienced handling of fragile items (art, antiques, pianos, computers, electronics, displays); guaranteed pick-up and delivery dates; pre-move consulting; fumigated and sanitized vehicles; and crews who do not smoke or drink on the job.

- Comments: Does the mover require a minimum size shipment? Is the storage service free? Is it climate controlled? Is the vendor bonded or insured? See Section 2 for more information.

Moving Equipment Rental

Local and one-way rentals of trucks, trailers, and vans. Services may include free storage before moving; free 24-hour road service; and moving accessories (dollies, etc.).

Moving Services - Labor & Materials

Vendors provide packing and loading services, supplies, and equipment. Some do small jobs. They may deliver supplies/equipment. (See also Packaging Service.)

Moving Supplies

Vendors may be open seven days a week. Some sell boxing and packing supplies wholesale or at a discount to the public.

Odor Control

Commercial and residential removal of odors caused by smoke, mildew, chemicals, and animals. (See also Deodorizing & Disinfecting; Fire & Water Damage Restoration; Smoke Odor Counteracting Service.)

- Comments: Be sure the method used will not damage valuable collections. See Section 2.

Packaging Materials

Vendors supply a wide variety of boxes (plastic, corrugated), bags, tapes, and cushioning materials (foam, bubble).

- Comments: Be sure packing materials will not damage valuable collections if storage must be long-term. Be aware of acidic materials and off-gassing of chemicals. See Section 2.

Packaging Service

Packing of art, antiques, furniture, electronics, machinery, and other goods. This is often done on a contract basis for shipping. Vendors may provide pick-up/delivery. (See also Movers.)

- Comments: Be sure packing methods/materials will not damage valuable collections. Be aware of acidic materials and off-gassing of chemicals. Always ask about full insurance coverage. See Section 2.

Packing & Crating Service

This service is usually provided for shipping of machinery and electronics. (See also Packaging Service.)

Pest Control Services

Companies treat once, pre-treat, or treat on a regular basis for moisture or fungus control (waterproofing, moisture barriers, foundation vents); or insect/animal control (termites, rodents, fleas, squirrels, birds, roaches, beetles). Vendors may provide termite certification and/or VA/FHA clearance letters; 24-hour emergency service; free estimates; and free inspections. They may be members of professional associations. (See also Fumigation.)

- Comments: Are restricted chemicals used? Can the company provide MSDS (material safety data sheets) and a complete list of compounds used? Are there any health or environmental hazards associated with the chemicals used? What pests are treated? Can only those be targeted? How soon after treatment can humans occupy the building? Will there be any residual odor? What safety precautions are taken? See Section 2 for additional help.

Pest Control Supplies & Equipment

For the do-it-yourselfer.

- Comments: Not recommended.

[Phonograph Records] This term is not used.
(See Records, Tapes & CD's.)

[Phonographs] This term is not used.
(See Stereo & Hi-Fi Dealers.)

Photo Copying or **Photocopying**

Photographic reproduction services, including blueprinting and photocopying. (See also Copying Service.)

Photo Finishing

Vendors develop and print photographic film. Many offer quick turnaround time. Other services include photo enlargement, slide duplication, digital imaging, photo restoration, and copying of old photographs.

- Comments: Quick work may not be desirable for permanent library collections.

Photo Finishing – Wholesale or **Photo Finishing – Wholesale**

These are primarily color labs providing school/sports/prom/other packages and proofs for professional photographers.

Photo & Picture Restoration or **Photo Restoration**

For old and new photos. Vendors copy, restore, retouch, airbrush, and provide digital and computer imaging.

- Comments: This is a specialized service that local vendors may not be able to handle. *Do not use for historical photos.* Check with AIC, Image Permanence Institute, Getty, NEDCC, etc., for appropriate standards and guidelines in photo restoration.

Photo - Retouching

Services include digital retouching and restoration.

- Comments: *Original photos should not be restored except by a trained conservator.* It may be appropriate for copies of photos to be retouched.

Photographers - Commercial

Vendors take photographs for passports, business, public relations, portfolios, events, etc. Included are companies that do copy work, restoration, and digital imaging.

- Comments: Digital imaging is an acceptable method when used to restore an image to its pre-disaster state. For archival photograph collections, scanning should not be used to alter or improve the “original image.”

Photographic Color Prints & Transparencies

Vendors provide color copies, color prints, and slide duplication (primarily for professional presentations). Digital imaging is also mentioned.

[Photographic Copy & Restoration] This term is not used.

(See Photo Finishing; Photo & Picture Restoration; Photographers - Commercial.)

Picture Frames - Dealers

A few vendors offer frame restoration.

Picture Frames - Restoring & Repairing

(See also Picture Frames - Dealers.)

[Plastic Containers] This term is not used.

(See Corrugated Plastic.)

Plumbing Contractors

Pollution Control Equipment

(See Air Pollution Control; Engineers - Professional - Environmental; Water Pollution Control.)

Pressure Cleaning Service

A residential and commercial service to remove mold, mildew, and grime from cement, brick, buildings, driveways, and heavy equipment. Some vendors are available seven days a week, clean windows and carpets, or claim to be “environmentally safe.” Many offer free estimates. (See also Steam Cleaning Equipment.)

[Pressure Washing] This term is not used.

(See Pressure Cleaning Service; Rental Service Stores & Yards.)

Pumps - Dealers

Vendors offer sales, service, parts, repair, and sometimes rental of diesel, gasoline, sump, and other pumps. Some vendors give 24-hour service. (See also Rental Service Stores & Yards, Sump Pumps.)

- Comments: Are there any special voltage or power requirements?

Record Destruction

[Record Players] This term is not used.

(See Stereo & Hi-Fi Dealers.)

Recording Instruments - Industrial & Scientific

Recording Service - Sound & Video

Most listings are recording studios (for performances), but also included are companies with audio and video duplication services (tapes, cassettes, CDs, photos, slides, and floppy discs). Some vendors do transfers and conversions. Digital and analog formats are available. One vendor cites “International Standards Conversions.” (See also Video Production Services.)

Records Storage

Secure storage facilities and retrieval services for business records. Many have climate controls, security systems, and computerized inventory control. Vendors may provide fire protection; 24-hour access; pick-up and delivery; and storage of tapes, media, and magnetic media, as well as paper and microforms. (See also Storage - Household & Commercial; Warehouses - Cold Storage; Warehouses - Commodity & Merchandise.)

- Comments: Inspect facilities on-site to determine if they offer archival-appropriate conditions. See Section 2 for additional questions.

Records, Tapes & CDs This term is not used.
(See CDs, Records & Tapes)

Refrigeration Equipment – Commercial & Industrial or Refrigerators & Freezers - Renting & Leasing

Commercial and residential equipment is available.

Refrigerated Truck Rental

Rental Service Stores & Yards

Equipment and tools available for rent include trucks and trailers, pumps, generators, forklifts, pressure washers, material handling equipment (dollies), and electronics. Some vendors provide 24-hour emergency service and/or pick-up and delivery; and are open seven days a week.

- Comments: Are there any special voltage or power requirements for operating the electrical equipment?

Roof Contractors

Vendors can repair, replace, or reroof. They are usually licensed, bonded, and insured. Services include free estimates and 24-hour emergency service.

Roofing Service Consultants

Services include roof inspection and moisture scanning.

Rubbish Removal

Removal of furniture, home or business contents, rubbish, tree limbs, roofing debris, and construction debris. A few vendors also offer demolition clean-up. (See also Garbage Removal.)

Safety Consultants

Services include workplace programs, on-site inspection, training, and consulting (including expert witness services). Most advertisements mention OSHA; one mentions “disaster prep.”

Sandblasting

Commercial, residential, and industrial treatment of buildings, furniture, concrete, and floors/driveways. Many vendors provide mobile service and free estimates. A few handle fire and smoke damage.

Security Consultants

Security, investigative services, and information technology services. Vendors may offer security systems (access control, closed circuit TV, alarms, video monitors, and cameras); rental, sales, or service; 24-hour monitoring; and free security surveys.

Security Control Equipment, Systems & Monitoring

Vendors provide burglar and fire alarms; 24-hour and radio backup monitoring services; sales, rental, service, and repair of commercial, industrial, and residential security systems (closed circuit TV, access control). A free on-site security survey is often available.

Security Guard & Patrol Service

Armed or unarmed security officers, mobile or foot patrols, investigations, and bodyguards. Provided on a permanent or temporary basis for retail stores, offices, hotels, apartments, special events, and construction sites. Vendors may be licensed, bonded, insured; offer 24-hour service; and have state-certified training.

Security Systems & Consultants

Sometimes this category also refers to Internet/Information Technology security.

Sewer Contractors

Shelving

Includes suppliers of steel and movable shelving. Vendors may provide free estimates and layout. Many can install shelving.

- Comments: For long-term storage, shelving should meet archival standards.

Silica Gel

Slides & Film Strips

Services include slide (occasionally video and audio) duplication, often for presentations; and color copying and digital imaging. (See also Photographic Color Prints & Transparencies.)

Smoke Odor Counteracting Service* or **Smoke Odor Removal*

[Sound Recordings] This term is not used.

(See Cassette Tape Duplication Service; Recording Service - Sound & Video.)

Steam Cleaning Equipment

Vendors sell, service, and sometimes rent steam cleaning and pressure washing equipment. (See also Pressure Cleaning Service.)

- Comments: Are there any special voltage or power requirements for operating the equipment?

Steam Cleaning - Industrial

Steam and pressure cleaning and washing.

Stereo & Hi-Fi Dealers

Many dealers also provide repair services.

Stereo & Hi-Fi Repairing & Parts

Vendors service and repair most brands of stereos, and often VCRs, TVs, PA systems, and other electronics.

Storage - Household & Commercial

These vendors provide off-site storage areas for rent, and variously sized spaces are available. Most vendors rent by the month and are open seven days a week. Many areas are climate-controlled and have security lighting, fencing, and resident managers. *Note that climate controlled facilities are not suitable for damp or wet collections storage.* Security may also include 24-hour controlled access, electronically controlled or computerized access gates, and video surveillance cameras. Insurance may be available. Vendors may also provide truck rental, boxes and packing supplies, free move-in, documents/records storage, sprinkler systems, or individual unit alarms. (See also Records Storage.)

Sump Pumps

See also Pumps – Dealers)

Tape Recorders - Service & Repair

Tape Recordings - Duplication Services

(See Cassette Tape Duplication Service; Recording Service - Sound & Video.)

[Tape Recordings - Transcription Service] This term is not used.

(See Transcription Service.)

Tapes - Sound - Dealers

Vendors sell audio and video cassettes and accessories. Some provide audio and video duplication.

Television & Radio - Renting & Leasing

Television & Radio - Service & Repair

Vendors service and repair electronic equipment such as TVs, VCRs, camcorders, and stereos. Services may include free pick-up and delivery; “in-home” service; and free estimates.

Testing Apparatus

Vendors offer equipment for testing and measuring materials. (See also Electronic Testing Equipment.)

[Testing Laboratories] This term is not used.

(See Laboratories - Testing.)

Tools - Renting

Vendors supply tools for construction and home use. (See also Rental Service Stores & Yards.)

Trailer Renting & Leasing

Listings include storage trailers, mobile offices, and on-ground, trailer-size metal storage containers (all for use on-site), as well as road trailers. Many sizes are available. Services often include delivery and pick-up; monthly/weekly rental or long-term (yearly) leasing; and cold storage. Some vendors provide “dry/waterproof” and “secure/lockable” trailers. (See also Records Storage; Storage - Household & Commercial; Warehouses - Cold Storage; Warehouses - Commodity & Merchandise.)

- **Comments:** Is a deposit required? Are there restrictions on what is transported? Are trailer conditions suitable for the collections if storage must continue for longer than expected?

Trailer Storage

This heading is similar to the above, but used for storage only (does not include rental of road trailers). Many sizes, and dry or cold storage, are available. Vendors pick up and deliver. Trailers can be rented monthly or long term. They are advertised as “clean and secure.” (See also Records Storage; Storage - Household & Commercial; Warehouses - Cold Storage; Warehouses - Commodity & Merchandise.)

- **Comments:** Is a deposit required? Are there restrictions on what can be stored?

Trailers - Truck

Vendors provide sales, service, and rental, including the rental of refrigerated or dry storage trailers. (See also Trailer Storage; Trailer Renting & Leasing; Refrigerated Truck Rental.)

Transcription Service

Audiotape and videotape transcription service for legal, medical, insurance, conference, and general purposes. Some vendors provide 24-hour, phone-in dictation.

- **Comments:** Can be used in conjunction with disaster recovery assessment and recordkeeping.

Truck Renting & Leasing

Vendors rent moving vans, cargo vans, mini-vans, and pickup trucks at daily, weekly, and monthly rates. Local and one-way rentals are available, as are a variety of sizes and types of vehicles (including refrigerated). Vendors may be open seven days a week; provide free 24-hour road service; have moving supplies (handtrucks, dollies, boxes); or offer temporary storage. (See also Movers.)

■ Comments: Is a Commercial Drivers License (CDL) required for rental? Is a deposit required? Insurance?

Vacuum Cleaning - Industrial

Companies may offer emergency services as well as dust and duct cleaning. May also include companies that sell vacuum cleaners.

Ventilating Contractors

Ventilating Equipment

Fans, blowers, and ventilators (roof, wall, ceiling). (See Fans; Dehumidifying Equipment.)

Ventilating Systems - Cleaning

(See also Duct Cleaning; Air Purifying & Cleaning Equipment; Smoke Odor Counteracting Service.)

Video Equipment - Commercial

These are primarily dealers (sales and service) to business, industry, government, and education. Equipment rental is sometimes an option. (See also Audio-Visual Equipment - Dealers.)

Video Equipment - Renting & Leasing

Includes VCRs, camcorders, and TVs. (See also Audio-Visual Equipment - Renting & Leasing.)

Video Equipment - Service & Repair

Includes various makes and models of TVs, VCRs, camcorders, and other electronic equipment. Vendors often give free estimates.

Video Production Services

Creative and technical services for making video productions or event videos. Many companies also provide videotape duplication services and film-to-video tape transfer. Other services may include video equipment rental, converting photos and slides to video, and “foreign conversion.” (See also Recording Service - Sound & Video; Video Tape Duplication & Transfer Service.)

[Video Recording Services] This term is not used.

(See Recording Service - Sound & Video.)

Video Tape, CD & DVD Duplication & Transfer Service

Vendors provide videotape duplication; film/slide/photo transfer to video or DVD; “foreign conversions;” and “international standards conversion.”

Video Tape - Repairing

(See also Motion Picture Labs.)

Warehouses - Cold Storage

(See also Records Storage; Storage - Household & Commercial.)

- Comments: What is usually stored here — food? Ask about sanitizing practices, pest control programs, and seasonal fluctuations in space available for rent. Warehouses that store food may be prohibited from storing wet or moldy materials.

Warehouses - Commodity & Merchandise

Warehouses can be mini, self-storage, or full service. Many are open seven days a week, are climate-controlled (temperature and/or humidity), and have 24-hour electronic, computerized, or monitored TV surveillance security systems. Services may include fire protection, sanitation and pest control programs, move-in services, pick-up and/or delivery, same-day service, and computerized inventory control. Vendors occasionally will store hazardous material. A few are bonded, have coolers, and mention food grade or general merchandise service. On-site managers are rarely mentioned.

- Comments: Is insurance provided?

Water Damage Restoration

Vendors provide “clean up to total reconstruction” (i.e., recovery and restoration) for the building and its contents. Services include water extraction, drying and dehumidifying, mildew/odor removal, and carpet cleaning and repair; one vendor specifically mentions documents. Vendors usually provide 24-hour emergency response. Many also do fire restoration, including air duct cleaning and air quality improvements; and handle insurance claims. Most vendors are bonded, licensed, and insured. (See also Fire & Water Damage Restoration; Carpet & Rug Cleaners; Carpet & Rug Repair; Waterproofing Contractors.)

Water Main Contractors

Water, storm, and sewer contractors do installation, repair, and cleaning.

Water Pollution Control

Testing and remediation services.

Waterproofing Contractors

Residential, commercial, and industrial services, including waterproofing basement areas, caulking and sealing, repairing cracks, moisture/mildew control, drainage control, and installing sump pumps.

Waterproofing Materials

Sealants and coatings.

Window Cleaning

A commercial and residential service for interior and exterior windows. Most vendors provide free estimates and are licensed/bonded/insured. Services may include pressure washing and cleaning chandeliers and gutters.

Section 5: Disaster Planning Literature

There are many books and articles about disaster planning and disaster recovery. They cover a wide variety of media in need of care, from traditional library materials (books and paper) to magnetic media, photographs, and more.

This brief, annotated bibliography, arranged alphabetically by the author or editor's last name, contains three sections. The first provides a list of handbooks and manuals to assist in developing disaster plans. The second contains a list of articles about real-life disaster recovery operations. Finally, the bibliography includes a list of online resources to aid in disaster planning and recovery.

I. Resources for Developing Your Disaster Plan

Balloffet, Nelly. *Library Disaster Handbook: Planning, Recovery, Resources*.

Highland, NY: Southeastern New York Library Resources Council, 1992.

A good basic handbook, offering step-by-step instructions for many disaster recovery techniques. Chapters include: preparing for the worst; salvage techniques; books and papers; dealing with photographic materials; before and during a disaster; salvage of other items often found in libraries; supplies and equipment for a salvage kit; additional supplies and equipment; salvage companies, freezer storage facilities, film processors, magnetic tape recovery; sources of help and advice; and a bibliography. Many sources for the purchase of supplies are also provided.

Brooks, Constance, [ed.]. *Disaster Preparedness*. Washington, D.C.: Association of Research Libraries, 1993.

A very good collection of articles and guidelines dealing with many different types of library disasters. Included is information about mold, salvaging many types of library materials, and writing a disaster plan.

Buchanan, Sally. *Disaster Planning: Preparedness and Recovery for Libraries and Archives*. Paris: General Information Programme

and UNISIST, United Nations Educational, Scientific, and Cultural Organization, 1988.

This study is composed of two parts -- the first, on disaster preparedness, covers planning, prevention, and protection; the second provides advice and instructions for disaster recovery, including specific chapters on water and fire damage. Appendices include sample forms and checklists and a substantial bibliography.

DeCandido, Robert, and Cheryl Shackelton. *Who Ya Gonna Call?: A Preservation Services Source Book for Libraries and Archives*. New York: METRO, 1992.

A sourcebook prepared primarily for the greater New York City metropolitan area, although many of the services listed are located elsewhere. Services range from photocopying of replacement volumes to selecting art conservators, binders, conservation supply companies, and environmental assessment consultants. The book also contains an

excellent bibliography on general care, handling, and disaster recovery for magnetic media, flat paper items, photographs, books, sound recordings, etc.

Dorge, Valerie, and Sharon L. Jones, comps. ***Building an Emergency Plan: A Guide for Museums and Other Cultural Institutions***. Los Angeles: The Getty Conservation Institute, 1999.

Planning guidelines are divided up by roles within the cultural institution: sections specifically address activities performed by the director, emergency preparedness manager, and departmental team leaders. Appendices include emergency procedures, job descriptions, and supply lists.

Environmental Protection Agency. ***“Mold Remediation in Schools and Commercial Buildings”***

<http://www.epa.gov/mold/pdfs/moldremediation.pdf>

U.S. Environmental Protection Agency

Office of Air and Radiation, Indoor Environments Division (6609-J)

EPA 402-K-01-001, March 2001

Available in print and on web.

Fortson, Judith. ***Disaster Planning and Recovery: A How-to-do-it Manual for Librarians and Archivists***. New York: Neal-Schuman Publishers, 1992.

A good resource on how to deal with a variety of disasters, including fire, water, wind, and earthquakes. Several useful appendices are also included: vendors of supplies and services; National Fire Protection Association guidelines for libraries, archives, and record centers; locations of FEMA offices; and two statewide disaster plans, one from Illinois and one from Oklahoma.

Genovese, Robert. ***Disaster Preparedness Manual***. Buffalo, NY: William S. Hein & Co., Inc., 2003.

Originally written for the University of Arizona College of Law Library, this spiral-bound volume describes measures to be taken by library staff in the event of a natural or manmade disaster. Included are emergency procedures for dealing with biological agents, disruptive persons, explosions.

Gilderson-Duwe, Caroline, comp. ***Disaster Recovery: Supplies and Suppliers***. Madison, WI: Wisconsin Preservation Program (WISPPR), 1995.

Includes a list of items for a “Basic Recovery Kit,” plus lists of supplies, consultants, disaster recovery services, and vendors of those services.

Heritage Preservation. ***Field Guide to Emergency Response: A Vital Tool for Cultural Institutions***. 2006.

Follow step-by-step instructions tailored to the scope of your emergency: what to do first, whom to call, how to prevent further damage; form a response team to deal with multiple tasks; working with emergency responders, assessing and documenting damage, ensuring health and safety of staff, and setting up a salvage operation; stabilize your collections with advice from professionals on handling the most common types of damage

from water, mold, corrosion, pests, and other threats (a companion DVD shows you how); customize handy checklists for your institution and find vital conservation resources.

Hiatt, Charlotte J. *A Primer for Disaster Recovery Planning in an IT Environment*. Idea Group Publishing, 2000.

This book provides important disaster recovery information related to electronic resources and covers disaster planning, backups, and disaster recovery in the IT environment. Useful appendices include a glossary; a diagram of the workflow for creating a business resumption plan; a risk analysis questionnaire and case study; disaster recovery procedures; procedures for testing recovery and resumption plans; and several sample case studies.

Jones, Virginia A., and Kris E. Keyes. *Emergency Management for Records and Information Management Programs*. ARMA International, 2001.

Five sections provide a step-by-step guide through the essential phases of emergency management—prevention, preparedness, response, and recovery—and address the basic concepts of emergency management and insights on selling it to top management; vital records, risk management, and disaster prevention planning; preparation of the emergency management plan; recovery and resumption of operations. "Chapter Checklists" at the end of each chapter review major concepts and guide you in forming your emergency plan, and "Small Business Tips" give information of special importance to small organizations.

Kahn, Miriam B. *Disaster Response and Planning for Libraries, 2nd edition*. American Library Association, 2003.

The completely revised second edition is the most thorough guide to preventing or responding to problems big and small. With up-to-date information on prevention equipment and materials, it also provides the latest information on preparing for technology recovery. One new case study on post-9/11 recovery and one mold scenario give real-life examples of what can happen and what to do. Kahn has packed this book with 43 reproducible checklists and forms and a comprehensive list of resources.

Lord, Allyn; Carolyn Reno; and Marie Demeroukas. *Steal This Handbook!: A Template for Creating a Museum's Emergency Preparedness Plan*. Columbia, SC: Southeastern Registrars Association, 1994.

A handbook that provides step-by-step instructions for small to mid-sized museums to use to develop an emergency preparedness plan. Most of the information is applicable to libraries and other cultural institutions. Chapters address the emergency preparedness plan, preparedness standards, emergency procedures, and clean-up procedures. Appendices provide useful examples of forms, lists, and procedures. A substantial bibliography is included.

Morris, John. *The Library Disaster Preparedness Handbook*. Chicago: American Library Association, 1986.

A good basic handbook which discusses many aspects of disaster planning. Chapters include: basic building safety; problem patrons; theft and mutilation of books and materials; fire protection; water damage; protection and recovery; planning and design for safety and security; preservation and conservation; and insurance and risk management.

Ogden, Sherelyn, ed. *Preservation of Library & Archival Materials: A Manual*. Andover, MA: Northeast Document Conservation Center, 1992 and 1994 (rev. ed.). [Note: Many of the leaflets in this manual can be found online and updated at <http://www.nedcc.org/resources/leaflets.list.php>] A general preservation handbook which contains one section on disaster preparedness and recovery (“Emergency Management”). This section has a wealth of information, including a checklist for getting started in disaster planning and a list of service providers and suppliers of salvage equipment.

Preservation Committee, New York University Libraries. *Disaster Plan Workbook*. New York: New York University, Elmer Holmes Bobst Library, 1984. Provides step-by-step instructions and guidelines for developing a disaster plan. Chapters include emergencies, procedures, computers, equipment, resources, personnel, branches, and insurance. Each chapter contains lists of the information necessary for inclusion in a disaster plan and lists of supplies to be kept on hand.

Rhodes, Barbara J., comp. *Hell and High Water: A Disaster Information Sourcebook*. New York: METRO, 1988. A sourcebook that provides vendors of disaster services, supplies, and equipment, prepared primarily for the greater New York City metropolitan area. Also included are discussions of disaster planning, preparedness, and recovery; descriptions of recovery methods; and lists of supplies and equipment with comments about their uses.

Skepastianu, Maria. *Library Disaster Planning*. The Hague: International Federation of Library Associations and Institutions, 1995. A brief guide to disaster planning, prevention, preparedness, and response.

Special Libraries Association. *Disaster Planning and Recovery: An SLA Information Kit*. Washington, D.C.: Special Libraries Association, 1989. An overview of the issues involved in disaster planning and recovery. The kit brings together a collection of previously published materials from a broad spectrum of library literature. There are three sections: elements of and guidelines for developing disaster plans; articles on specific types of disasters and case studies of libraries' responses to disaster; and a sample disaster plan designed for a special library. A selective bibliography is included.

Thenell, Jan. *Library's Crisis Communications: A PR Guide for Handling Every Emergency*. Chicago: American Library Association, 2004. When emergencies escalate, knowing what to do in advance is the key. Libraries that are equipped with ready contact information, talking points, and spokespeople at hand are prepared to limit damage from big events or ensure small problems don't escalate.

Expert library PR pro Thenell illustrates communications basics in this step-by-step primer, designed to prepare libraries for communicating to critical contacts in times of crisis.

United States. National Archives and Records Administration. Office of Records Administration. *Vital Records and Records Disaster Mitigation and Recovery*. College Park, MD: National Archives and Records Administration, Office of Records Administration, 1996.

A brief instructional guide to emergency preparedness, disaster mitigation, and disaster recovery for federal records repositories. Identifying and protecting vital records is emphasized. The sample emergency response plan provided in Appendix D is especially useful.

Virando, Jacqueline A., comp. *Disaster Recovery Planning and Resources for Records Managers and Librarians*. Silver Spring, MD: Association for Information and Image Management, 1991.

A brief guide to disaster planning and recovery, compiled from actual plans currently in use. Most helpful are the appendices, which include annotated lists of disaster recovery consultants, products, and services, as well as a selective bibliography.

Wellheiser, Johanna, and Jude Scott. *An Ounce of Prevention: Integrated Disaster Planning for Archives, Libraries, and Record Centers*. Scarecrow Press, Inc. & Canadian Archives Foundation, 2002 (second edition).

This publication provides a broad-based approach to "integrated disaster planning." It explains each phase of disaster planning, with chapters covering prevention planning, protection planning, preparedness planning, response planning, and recovery planning. Also considered are collections, records, facilities, and systems and post-disaster planning. Also includes list of federal and local assistance programs and other sources for financial assistance.

II. Accounts of Actual Disaster Recovery Operations

Balas, Janet L. "No Rest for the Weary, or, a Systems Administrator's Work Is Never Done." *Computers in Libraries* 26, No. 1 (January 2006): 17-19.

Cervone, Frank H. "Disaster Recovery and Continuity planning for Digital Library Systems." *OCLC Systems and Services* 22, No. 3 (2006): 173.

Curzon, Susan Carol. "When Disaster Strikes: The Fall and Rise of a Library." *American Libraries* 31, No. 4 (April 2000): 64-69.

Dempsey, Beth. "Responding to Disaster." *Library Journal* 130, No. 20 (December 2005): 6-8.

Dickerson, Lon R. “**Building Even Better Libraries, Post-Katrina.**” *American Libraries* 36, No. 10 (November 2005): 16-18.

Eberhart, George. “**Katrina's Terrible Toll.**” *American Libraries* 36, No. 9 (October 2005): 14-24.

Eng, Sidney. “**How Technology and Planning Saved My Library at Ground Zero.**” *Computers in Libraries* 22, No. 4 (April 2002): 28-34.

King, Susan L. “**What If: A Case Study of a Hurricane.**” *ARMA Records Management Quarterly* 28, No. 3 (July 1994): 30-32.

Kuzyk, Raya. “**Serving Through Disaster.**” *Library Journal* 132, No. 5 (March 15, 2007): 26.

Long, Sarah Ann. “**Recovery and Renewal: Libraries Lead the Way in Post-Katrina New Orleans.**” *New Library World* 107, No. 11/12 (2006): 552.

Matthews, Graham. *Disaster Management for Libraries and Archives*. Ashgate Publishing, Ltd. 2003.

Myles, Barbara. “**The Impact of a Library Flood on Computer Operations.**” *Computers in Libraries* 20, No. 1 (January 2000): 44-48.

Silverman, Randy. “**Toward a National Disaster Response Protocol.**” *Libraries & Cultural Record* 41, No. 4 (Fall 2006): 497-514.

III. Online Resources for Disaster Planning/Recovery

Association of Moving Images Archivists

<http://www.amianet.org/publication/resources/guidelines/guidelines.html>

This site has free guidelines for storage of moving images media.

Conservation Online

<http://palimpsest.stanford.edu/bytopic/disasters/>

This site includes resources for disaster planning and recovery as well as disaster recovery case histories.

Council of State Archivists

<http://www.statearchivists.org/prepare/index.htm>

This site includes a pocket response plan that can be adapted to all cultural institutions.

dPlan: The Online Disaster Planning Tool

<http://www.dplan.org/>

This is a free online template that helps institutions create their own disaster plan.

Environmental Protection Agency

“Mold Remediation in Schools and Commercial Buildings”

<http://www.epa.gov/mold/pdfs/moldremediation.pdf>

U.S. Environmental Protection Agency

Georgia Archives

http://www.georgiaarchives.org/how_may_we_help_you/emergency_advice/default.htm

This site provides helpful guidelines and resources for disaster planning and recovery.

Heritage Preservation

<http://www.heritagepreservation.org/>

This site promotes the preservation of our nation’s treasures: buildings, monuments, museums, archives, libraries, etc.

Michigan State University Libraries

<http://matrix.msu.edu/~disaster/>

This site includes a database of supplies, vendors, and experts in disaster recovery as well as sample disaster plans.

National Archives and Records Administration (NARA)

<http://www.archives.gov>

<http://www.archives.gov/preservation/disaster-response/guidelines.html>

This site includes resources on disaster recovery for family treasures, archival materials, books and bound materials, photographic materials, and audiovisual collections.

National Parks Service Conserve O Grams

http://www.cr.nps.gov/museum/publications/conservedgram/cons_toc.html

This site has eleven pamphlets on disaster planning and recovery for museums and archives.

Northeast Document Conservation Center

<http://www.nedcc.org/resources/leaflets.list.php>

This site offers access to a myriad of preservation leaflets including emergency management.

Southeastern Library Network

www.solinet.net/preservation/disaster

This site allows users to request disaster assistance, volunteer to assist other institutions affected by disasters and includes various resources on disaster planning, prevention, and recovery.

Special Library Association

<http://www.sla.org/content/resources/infoportals/disaster.cfm>

This site provides a list of articles as resources of disaster planning, recovery, and response.

Section 6: List of Helpful Abbreviations

[AATA](#) – Abstracts of International Conservation Literature

[ABAA](#) – Antiquarian Booksellers' Association of America, Inc.

[AHERA](#) – Asbestos Hazard Emergency Response Act (U.S.)

[AIC](#) – American Institute for Conservation of Historic and Artistic Works

[AIIM](#) – Association for Information and Image Management

[ALA](#) – American Library Association

[ANSI](#) – American National Standards Institute

[ARCHE](#) – Atlanta Regional Council for Higher Education

[CDC](#) – Centers for Disease Control & Prevention

[CDL](#) – Commercial driver's license

[DNR HPD](#) – Georgia Department of Natural Resources, Historic Preservation Division

[DRR](#) – Disaster Response & Recovery, National Archives

[EPA](#) – Environmental Protection Agency (U.S.)

[FEMA](#) – Federal Emergency Management Agency (U.S.)

[FHA](#) – Federal Housing Administration (U.S.)

[GAMAG](#) – Georgia Association of Museums and Galleries

[GCI](#) – Getty Conservation Institute

[GEMA](#) – Georgia Emergency Management Agency

Getty – *See* GCI

[GDAH](#) – Georgia Department of Archives and History (now Georgia Archives)

[GHRAB](#) – Georgia Historical Records Advisory Board

[GHS](#) – Georgia Historical Society

[GISAC](#) – Georgia Information Sharing & Analysis Center

GSU – Georgia Southern University, [Special Collections](#)

GSU – Georgia State University, [Special Collections](#)

HEPA – High efficiency particulate arrestant

[HENTF](#) – Heritage Emergency National Task Force

HERA – Heritage Emergency Response Alliance

[HHE](#) – Health Hazard Evaluation Program (CDC)

[HHI](#) – Heritage Health Index

HVAC – Heating, ventilating, and air conditioning

[IMLS](#) – Institute of Museum and Library Services

[LBI](#) – Library Binding Institute

[LC](#) (or LofC) – Library of Congress

LCD – Limited crystal display

[MARBL](#) – Manuscript, Archives, and Rare Book Library (Emory University)

MSDS – Material safety data sheets

[NARA](#) – National Archives and Records Administration

[NEDCC](#) – Northeast Document Conservation Center

[NIC](#) – National Institute for Conservation

[NIOSH](#) – National Institute for Occupational Safety & Health (CDC)

[NISO](#) – National Information Standards Organization

[NPS](#) – National Park Service, U.S. Department of the Interior

[NRIS](#) – National Register Information System (National Park Service)

[OHS-GEMA](#) – Office of Homeland Security, Georgia Emergency Management Agency

[OSHA](#) – Occupational Safety and Health Administration (U.S.)

PA – Public address

[PPP](#) – “Preparing, Protecting, Preserving Family Treasures” guide, Library of Congress

RCA – Rapid condition assessment

[SAA](#) – Society of American Archivists

[SGA](#) – Society of Georgia Archivists

[SMPTE](#) – Society of Motion Picture and Television Engineers

[SOLINET](#) – Southeastern Library Network

UGA – University of Georgia, [Special Collections](#)

[VA](#) – Department of Veterans Affairs (U.S.)

VSU – Valdosta State University, [Special Collections](#)