# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>1</td>
</tr>
<tr>
<td>Library Staff Phone Numbers</td>
<td>2</td>
</tr>
<tr>
<td>UWM Useful Numbers</td>
<td>3</td>
</tr>
<tr>
<td>Custodial &amp; Building Issues</td>
<td>4</td>
</tr>
<tr>
<td>Active Shooter</td>
<td>5</td>
</tr>
<tr>
<td>Airborne Chemical or Biological Release</td>
<td>7</td>
</tr>
<tr>
<td>Blood-Borne Pathogens &amp; Infectious Waste</td>
<td>8</td>
</tr>
<tr>
<td>Bomb Threat</td>
<td>9</td>
</tr>
<tr>
<td>Building Takeover, Civil Disturbance</td>
<td>11</td>
</tr>
<tr>
<td>Collapsed Shelving</td>
<td>12</td>
</tr>
<tr>
<td>Disasters</td>
<td>13</td>
</tr>
<tr>
<td>Electrical Failure Emergency Response</td>
<td>15</td>
</tr>
<tr>
<td>Elevator Failure/Malfunction</td>
<td>16</td>
</tr>
<tr>
<td>Evacuation General Information</td>
<td>17</td>
</tr>
<tr>
<td>General Instructions</td>
<td>18</td>
</tr>
<tr>
<td>Quick Guide</td>
<td>19</td>
</tr>
<tr>
<td>People with Disabilities</td>
<td>21</td>
</tr>
<tr>
<td>Instructors/Supervisors</td>
<td>23</td>
</tr>
<tr>
<td>Administrative Office</td>
<td>24</td>
</tr>
<tr>
<td>American Geographical Society Library</td>
<td>25</td>
</tr>
<tr>
<td>Archives</td>
<td>27</td>
</tr>
<tr>
<td>Business Office, CRMD, Development (W234 suite)</td>
<td>29</td>
</tr>
<tr>
<td>User &amp; Access Services</td>
<td>30</td>
</tr>
<tr>
<td>Media &amp; Reserve Library</td>
<td>32</td>
</tr>
<tr>
<td>Music Library &amp; Curriculum Collection</td>
<td>33</td>
</tr>
<tr>
<td>Digitization, CETL, PASS, E159</td>
<td>35</td>
</tr>
<tr>
<td>Library Security Staff</td>
<td>36</td>
</tr>
<tr>
<td>Shelving Staff &gt;&gt;</td>
<td>37</td>
</tr>
<tr>
<td>Shipping &amp; Receiving</td>
<td>38</td>
</tr>
<tr>
<td>Special Collections &amp; Conference Center</td>
<td>39</td>
</tr>
<tr>
<td>Systems Office</td>
<td>40</td>
</tr>
<tr>
<td>Topic</td>
<td>Page</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Fire</td>
<td>41</td>
</tr>
<tr>
<td>Fumes (Possibly Toxic Inside Building)</td>
<td>42</td>
</tr>
<tr>
<td>Handguns &amp; Other Weapons</td>
<td>43</td>
</tr>
<tr>
<td>Harassment</td>
<td>44</td>
</tr>
<tr>
<td>Leaks and Preventing Water Damage</td>
<td>45</td>
</tr>
<tr>
<td>Media Inquiries</td>
<td>46</td>
</tr>
<tr>
<td>Panic Buttons</td>
<td>47</td>
</tr>
<tr>
<td>Problem User: Drugs and/or Psychiatric Emergencies</td>
<td>48</td>
</tr>
<tr>
<td>Salvage Procedures</td>
<td>49</td>
</tr>
<tr>
<td>NEDCC Emergency Salvage of Wet Books &amp; Records</td>
<td>54</td>
</tr>
<tr>
<td>NEDCC Emergency Salvage of Photographs</td>
<td>60</td>
</tr>
<tr>
<td>Salvage Responsibilities &amp; Assignments</td>
<td>63</td>
</tr>
<tr>
<td>Serious Injury, Severe Medical Problems, Death</td>
<td>68</td>
</tr>
<tr>
<td>Sexual Assault</td>
<td>69</td>
</tr>
<tr>
<td>Sheltering in Place</td>
<td>70</td>
</tr>
<tr>
<td>Suspicious Packages</td>
<td>71</td>
</tr>
<tr>
<td>Theft</td>
<td>72</td>
</tr>
<tr>
<td>Tornado and Wind</td>
<td>73</td>
</tr>
<tr>
<td>Weather – Snowstorms – Class Cancellation</td>
<td>76</td>
</tr>
<tr>
<td>Workplace Violence</td>
<td>77</td>
</tr>
</tbody>
</table>
UWM LIBRARIES
INTRODUCTION

TO

SAFETY, EMERGENCY, EVACUATION & DISASTERS

This document provides an overview to some of the emergencies potentially faced at the UWM Libraries. It is intended to assist staff member in understanding what to expect and how to initially respond in a variety of emergency, evacuation and/or disaster situations. This document also includes information about safety and first aid.

This information is part of the larger, more comprehensive University of Wisconsin-Milwaukee Emergency Operations Plan available online at the University Safety and Assurances website:  http://www4.uwm.edu/usa/safety/.

In addition to the material in this document, please study the various evacuation diagrams which are displayed strategically throughout the building. Each of these contains basic information to assist you in the event of an emergency.

Also included in this document, in the Appendix, are the UWM Libraries’ floor plans, organization chart, an Emergency Calling/Don’t Report to Work Phone Tree, and information about building mechanical rooms, circuit breaker panels, and building air handlers.
CUSTODIAL & BUILDING ISSUES

Weekdays (M-F): 7:00 a.m. to 5:00 p.m.:

- Page Kim and/or Steve by calling the Circulation Desk at extension 4132
- Call Kim at extension 6206
- Steve at extension 6683

Weekday Evenings (M-F) (second shift): 5:00 p.m. to 10:00 p.m.:

- Call Jymn Kellner @ 414-416-9128
- Campus Heat Plant at 414-229-4652

Third Shift: 10:00 p.m. to 6:00 a.m., Weekends and Holidays:

- Call the Campus Heat Plant at 414-229-4652
ACTIVE SHOOTER

Best practices established by law enforcement experts

Building Exit Possible:

If you are in a building with an active shooter and it is possible to safely exit the building, do so immediately. Move away from the immediate path of danger and take the following steps:

1. Notify anyone you may encounter and tell them to exit the building immediately.
2. Evacuate to a safe area away from the danger and take protective cover. Stay there until assistance arrives.
3. Call extension 9-911 from a campus phone or 414-229-9911 from a cell phone to reach the University Police. You may also push a panic button if there is one in your area.
4. Provide the dispatcher with the following information:
   - Your name
   - Location of the incident (be as specific as possible)
   - Your exact location
   - Number of shooters (if known)
   - Identification and description of shooter(s)
   - Number of persons who may be involved
   - Injuries to anyone (if known)
   - Advise of number and type of weapons (if known)

5. Individuals not immediately impacted by the situation are to take protective cover, staying away from windows and doors until notified otherwise.

Building Exit Not Possible:

If you are in a building with an active shooter and exiting the building is not possible, the following actions are recommended:

1. Shelter in place, and protect yourself until help arrives
2. Go to the nearest room or office
3. Close and lock or barricade the door with a desk or heavy object
4. Turn off the lights
5. Seek protective cover
6. Keep quiet and act as if no one is in the room
7. Call extension 9-911 from a campus phone or 414-229-9911 from a cell phone to reach the University Police if it is safe to do so. You may also push a panic button if there is one in your area.
8. Provide the dispatcher with the following information:
   - Your name
   - Your location in the building (be as specific as possible)
   - Number of shooters (if known)
   - Identification or description of shooter(s)
   - Number of persons who may be involved
   - Injuries to anyone (if known)
   - Advise of number and type of weapons (if known)
   - Wait for University Police or Library Security to assist you out of the building
AIRBORNE CHEMICAL OR BIOLOGICAL RELEASE

Some kinds of chemical accidents or attacks may make going outdoors dangerous. Leaving the area might take too long or put you in harm’s way. In such a case it may be safer for you to stay indoors than to go outside.

“Shelter in Place” means to make a shelter out of the place you are in. It is a way for you to make the building as safe as possible to protect yourself until help arrives. You should not try to shelter in a vehicle unless you have no other choice. Vehicles are not airtight enough to give you adequate protection from chemicals.

Step 1: Notification from Police
- In the event of a chemical or biological release that would require protective actions be taken by campus residents, the University Police would be notified by the city/county of the incident
- A variety of notification methods will be used to inform all UWM employees of the protective action alert
- Those university buildings that are equipped with voice public address systems will use them to notify occupants of any imminent danger, and give direction on what to do
- DO NOT PANIC

Step 2: Close Doors and Windows
- Do not exit the building
- If possible move to interior, windowless room on an upper floor
- Close all doors to the outside and lock all windows
- Wet towels or other fabric items and jam them in the crack under the door. Use plastic (trash bags are good) to cover all windows and doors. Use tape to seal the edges of plastic

Step 3: Seal off Ventilation Sources
- Turn off fume hoods, range hoods, air handlers, and all air conditioners. Switch inlets to the "closed" position.
- Seal off all vents, grills, or other openings to the outside to the extent possible.
- Minimize the use of the elevators in the building. These tend to "pump" outdoor air in and out of a building as they travel up and down.
- If you become bothered by the gaseous release hold a wet cloth or handkerchief over your nose and mouth.
- If you experience breathing difficulties contact the University Police. Call extension 9-911 from a campus phone or 414-229-9911 from a cell phone and request immediate medical assistance.
- You may also push a panic button if there is one in your area.

Step 4: Remain Indoors
- Monitor the local media for further information and guidance.
- Do not evacuate the building unless told to do so by University Police or the Milwaukee Fire Department.
Immediate Response:

1. To handle a minor incident involving blood (paper cuts, etc.):
   - Ask the person who has cut themselves to apply their own bandage.
   - Ask the person who has cut themselves to clean up the area with alcohol.

2. If the person who has cut themselves is not able to clean up the area, or if you should find a fresh blood drop, or a dried blood drop, wear rubber gloves to clean up the area with alcohol. See someone in the Libraries’ Facilities Management Department or at the Circulation Desk for a pair of rubber gloves.

3. After a 24-hour dry period, blood will not pass the HIV virus, but it will still carry the Hepatitis B virus. If you find a periodical or book with dried blood on one of the pages, take the item to Physical Processing. They will do the following:
   - Wear a pair of rubber gloves to handle the item.
   - Disinfect the spot of blood on the page with alcohol.
   - Photocopy the page, and then replace the damaged page with the photocopy.

4. To handle a major incident involving blood-borne pathogens and infectious waste:

   Report all blood spills, vomit, feces, and other infectious waste problems to the Libraries’ Facilities Management office at extensions 6206 or 6683 or the Circulation Desk at extension 4132.

   Be prepared to provide the following information:
   - Location of blood spill or other problem
   - Type of infectious waste (blood, vomit, feces, other)
   - Amount of infectious waste
   - Your name
   - Your phone number
   - Facilities Management or Circulation Desk will then contact UWM Facilities Services, at extension 4742. In the evening or on weekends, call the campus heat plant at extension 4652.
   - Notify persons in the immediate area of the problem, and notify your supervisor.

General Information:

- HIV and Hepatitis B viruses are transmitted through blood or other body fluids (blood-borne pathogens).
- Helping an accident victim or performing CPR in an emergency could result in the transmission of blood borne pathogens.
- Custodians are trained to clean up infectious waste, and are covered under the OSHA Blood-borne Pathogen Standard.
BOMB THREAT

Immediate Response:

1. If there is a bomb threat, it is imperative that the caller can talk without interruption.
   - Note what time the call comes in, and on what line the call is received
   - Make notes on what the caller is saying
   - Use this checklist to take notes:
     - Description of voice: ___ Male ___ Female ___ Young ___ Middle Aged
     - Accent or Impediment: Southern –Western – Eastern – Midwest – Foreign – Latin – British
     - Background Noise: Local – Long Distance – On Campus – Others Present – Music – Street Noises
     - Other factors: ____________________________________________________

2. After the caller has finished speaking, ask the following questions in this order:
   - Where is the bomb exactly?
   - What does it look like?
   - What will make it explode?
   - How do you deactivate it?
   - When is it going to explode?
   - Why was it put there?

3. Whenever the caller hangs up, or if the threat is nonspecific, and the caller only says “there is a bomb in the library,” and then hangs up, do the following in the exact order:
   - Call the University Police at extension 4627, to report what was said during the call.
   - Call the Circulation Desk at extension 4132, and ask them to page the Libraries’ Facilities Manager or to call the Facilities Manager at home.
   - Wait for instructions from the University Police.

4. When there is a possibility of a bomb in the building, the following message will be read over the PA system by the Circulation Desk staff:

   “Your attention please, your attention please. We have received notification of a possible bomb in the building. We are currently investigating the situation. If you have noticed anything unusual, please call University Police at extension 9-911 from a campus phone or 414-229-9911 from a cell phone. While we do not believe evacuation is necessary at this time, please be prepared to leave the building quickly if we make another announcement.”
5. If it is determined that a building evacuation is necessary, the following message will be read over the PA system by the Circulation Desk staff:

“Your attention please, your attention please. We have received notice of a bomb threat. Please leave the building immediately and proceed to a safe distance away from the building.”

**General Information:**

Wisconsin law provides that “whoever intentionally conveys, or causes to be conveyed, any threat of false information, knowing such to be false, concerning an attempt or allowed attempt being made or to be made to destroy any property by the means of explosives” is subject to a fine of $10,000, two year imprisonment or both.
BUILDING TAKEOVER, CIVIL DISTURBANCE, DEMONSTRATION

The greatest concern in the event of a civil disturbance is the impact it may have on the safety of the users, staff, and the collections. Should a riot or other civil disturbance develop within the community, or on or near the campus, University Police will make every effort to minimize the impact. They will collect information regarding the severity of the problem, continue to monitor the situation as events unfold, and inform staff as information is made available.

Immediate Response:

Keep Calm. You help no one by panic, and you may panic others.

Do not defend the library. It is not your responsibility to act as a police officer. Resistance may only increase the destruction and bring about bodily harm to the library staff and library users. It may also increase destruction of library materials.

Call University Police at extension 9-911 from a campus phone or 414-229-9911 from a cell phone. Do this if a large crowd gathers, whether the takeover or demonstration is an actuality or simply appears to be possible. Give the following information:

- Give your name.
- Exact location.
- Describe the circumstances as clearly as possible:
  - Where are the people?
  - Is there damage being done?
  - Is the building occupied?
  - Does the crowd seem rational and organized?
  - How many people are there?
  - Is there an obvious objective?

Notify the Library Administration. Call Library Administration, at extension 6202, and give exact information. The responsibilities for decisions from that point will rest with the Administration and Library Security. If there is no answer in Administration, call the Library Director, a member of the Library Executive Committee, or the Facilities Manager at home (See page 2 of this document for phone numbers).

Talk to the Leader. If there appears to be a rational leader, a supervisor should talk to him or her in order to learn the purpose(s) of the takeover and any other relevant information. However, if it is a mob, acting irrationally, your first responsibility is for your own life and safety; your second responsibility is for the lives and safety of others in the building.

Evacuate the building. Use reasonable procedures to evacuate the building if there appears to be any danger to any individual. Call the Circulation Desk Supervisor at extension 4132 to read the building evacuation message over the public address system. A discussion with the leader of the takeover may prove useful in affecting a peaceful, orderly evacuation.
COLLAPSED SHELVING

Immediate Response:

If someone is trapped:

- Approach the area with caution.
- Be aware of the "domino effect" that can result when shelving begins to collapse.
- Call University Police at extension 9-911 from a campus phone or 414-229-9911 from a cell phone to report the situation.
- Do not attempt to rescue the person alone.
- Then notify the Circulation Desk, at extension 4132 that the University Police are on their way. Have the Circulation Desk page the Libraries’ Facilities Manager, Operations Program Manager and Library Security. Do this even if the damage seems minor.
- Wait with the victim(s) until the University Police arrive.
- Begin documenting the situation as soon as possible. The documentation should have the following information: name of person documenting, the date, the time, names of persons involved, the area affected, amount and kind of damage (in general terms – no inventories necessary at this time), any personal injuries, and names of those notified about the situation. Give this information to the Libraries’ Facilities Manager at the earliest opportunity.
- Do not make any efforts to re-shelve materials or to do any work in the area until it is determined that the area is safe and stable.
- Clear the people from the area and rope it off with plastic caution tape. The caution tape is located in the Libraries’ Facilities Office or in Circulation Desk area.
DISASTERS

Immediate Response and General Considerations:

Following are basic guidelines for anyone who comes upon the scene of a disaster in progress. The Libraries’ depend on all staff members to use common sense in addressing problem situations. Staff members who see the start of a problem must act to minimize damage but should never risk injury to self or others in the attempt. Safety is the Libraries’ first priority and primary consideration in all disaster situations. Staff members should not attempt to salvage or protect the Libraries’ materials if it poses a threat to anyone. If a person is injured, getting help for that person is the top priority.

- In the event of fire, flooding, severe weather and other extreme situations, follow the detailed instructions outlined in other sections of this document. Follow evacuation and/or sheltering in place procedures if necessary to ensure human safety.

- Call extension 6206 to reach the Libraries’ Facilities Manager (Kim Silbersack) or extension 6683 to reach the Operations Program Associate (Steve Keltner). If neither answers, call extension 4132 to reach the Circulation Desk to have the Facilities Manager, Operations Program Associate and/or Library Security paged. Do this even if the damage seems minor.

- If the damage is extreme and you are able to call University Police by dialing extension 9-911 from a campus phone or dial 414-229-9911 from a cell phone.

If the damage is minor, the Libraries’ Facilities Manager will notify the appropriate staff members.

- As soon as possible, after noticing a problem situation, start documenting the situation. The documentation must have the following information: name of person documenting, the date, the time, names of persons involved, the area affected, amount and kind of damage (in general terms – no inventories necessary at this time), any personal injuries, and names of those notified about the situation. Give this information to the Libraries’ Facilities Manager at the earliest opportunity.

- For all library building related problems, a member of the Libraries’ Facilities Department will contact UWM Facilities Service and/or UWM Safety and Assurances personnel. If no Libraries’ Facilities Management Department staff is available, any other staff member may contact UWM Facilities Services and/or UWM Safety and Assurances. (See pages 3 and 4 of this document.)

- UWM Facilities Services will handle access to mechanical rooms, electrical equipment, and roof in order to turn off machinery, electricity, water, etc. Library staff should not attempt to do anything in the mechanical rooms without the assistance of UWM Facilities Services. UWM Facilities Services will provide custodial staff and equipment as necessary and in coordination with the Libraries.
DISASTERS
**continued**

- UWM Safety and Assurances acts as the campus vendor to procure emergency/disaster recovery services. They are authorized to skip the campus purchasing authority and to contact vendors in the area with the most experience to handle the situation. Therefore they must be notified immediately before clean up begins.
ELECTRICAL FAILURE

Electrical failures can disrupt work and study activities throughout the building or large areas of the campus. In order to ensure employee, student, and visitor safety, the following guidelines should be followed:

Immediate Response:

1. **Safety.** In the case of an electrical failure, all library staff and users from the affected areas should gather in the Circulation Desk area for instructions. The first concern of the staff is for the safety of all people in the library. If the electrical failure is prolonged, standard evacuation procedures should occur. Check elevators, washrooms, stairwells, and stacks for stranded persons. All public areas should close once people are out. Flashlights are provided to all departments for emergencies.

2. **Call.** If the electrical failure occurs during normal working hours, call the Circulation Desk at extension 4132, Library Administration at extension 6202, and the Libraries’ Facilities Management Office at extensions 6206 or 6683.

3. **Operations.** If the electrical failure occurs during normal working hours, there may be sufficient natural light to continue library operations on the main floor.

4. **Extended Failure.** If someone can determine that the electrical failure is going to be long, notify the Library Director. In many cases during daylight, and in all cases at night, the library will be evacuated if the electrical failure is expected to continue for more than 10 minutes. The Library Director has the responsibility for making the decision on continued library operations. In the absence of the Library Director, ELC members may make decisions on continued library operations. ELC members should assure that information on their division’s operations is communicated to all staff.

General Information:

1. **Auxiliary Lighting.** The library has emergency generators that provide minimal lighting in the event of a power failure.

   Each floor of the library and each individual library unit are equipped with flashlights for use in case of a power failure.

2. **Flashlights.** Your department must have battery-powered flashlights for emergencies, and staff must know where they are located for use in an emergency situation. Use the flashlights to insure that people are safe during the power failure, or to assist in evacuating the building if that becomes necessary.

   The department supervisor must assign one person to assure the flashlight is always located in the same place and kept in good operating condition. Checking the flashlight once a month should guarantee that it works well when needed.

For more information on electrical failure: http://www4.uwm.edu/usa/safetyergency_preparedness/electrical_failure.cfm
ELEVATOR FAILURE/MALFUNCTION

All elevators are equipped with emergency phones with a direct line to the University Police. If you are in an elevator that is malfunctioning, call University Police on the emergency phone in the elevator by pushing on the button. Or you may call 414-229-9911 from a cell phone.

The University Police will send an officer to the scene and will contact Facility Services for assistance. To ensure the safety of all, only trained elevator technicians should perform repairs to elevators or attempt to rescue any trapped passengers. UWM elevator technicians can generally respond to most elevator malfunctions within 20 minutes. If faster response is needed, University Police may contact the Milwaukee Fire Department.

Immediate Response:

1. If you are in contact with a person stranded in an elevator, it is important to give reassurance until help arrives. Say, for example, “We know that you are in the elevator. Have you called on the emergency phone in the elevator for help? Please remain calm and we will get you out as soon as possible.” Ask how many passengers are in the elevator and if any passengers are experiencing health or medical issues.

2. Do not attempt to force open the doors.

3. At least one staff member should stay in voice communication with the person(s) stranded in the elevator.

General Information:

If you find that an elevator is malfunctioning, notify the Libraries’ Facilities Management at extensions 6206 or 6683 or the Circulation Desk Supervisor at extension 4132. The maintenance of all library passenger elevators is the responsibility of UWM Facilities Services. A planned maintenance program is routinely scheduled. Library employees do not have keys to the elevators or to the elevator motor areas.
EVACUATION: General Information

According to UWS Chapter 18, Conduct on University Lands, section (g): "No person may remain in any university facility or on university lands when an audible or visual fire alarm has been activated or upon being notified by fire fighting, law enforcement or security personnel to evacuate."

While an "emergency" by its very definition is an unforeseen event, it also usually requires immediate action. During certain emergencies, it may be necessary to evacuate the building. Examples of such occasions include smoke/fire, gas leak, bomb threat, or chemical spill.

In order to prepare for times when it is necessary to evacuate the building, there are emergency evacuation routes posted in all of the main hallways throughout the building. Review the plans and become familiar with the evacuation routes.

Another way to prepare for an evacuation is to know in advance which exits are available by identifying them ahead of time, and knowing where to go once you are out of the building to take refuge and meet with your coworkers.

Emergency preparedness is important for everyone and essentially for individuals with a disability. For instructions on emergency evacuation of persons with disabilities, please go to http://www4.uwm.edu/usa/safety/emergency_prepardness/ada-evacuation.cfm or to pages 21-22 of this document.

An evacuation plan must start with this basic premise: Everyone must try to evacuate via nearest, safe exit. At least two emergency passageways must be identified in each building. Each passageway must either lead to an exit or safely lead to a designated area of refuge.

1. **Horizontal evacuation.** This entails using building exits to gain access to the outside on the ground level, or going into unaffected wings of multi-building complexes.

2. **Stairway (vertical) evacuation.** This means of evacuation uses stairways to reach ground level exits from the building.

3. **Staying in Place.** Unless danger is imminent, remaining in a room with an exterior window, a phone and a solid or fire resistant door may be your best option. With this approach, you may keep in contact with emergency services by dialing 414-229-9911 and reporting your location directly to the University Police. The police will then immediately relay this location to on-site emergency personnel, who will determine the necessity for evacuation.

4. **Area of Refuge.** Going to an area of refuge away from obvious danger is another emergency plan option. Emergency personnel will determine if further evacuation is necessary.
EVACUATION: General Information
**continued**

The safest Areas of Refuge are stairway enclosures common to high-rise buildings, and open-air exit balconies. Other possible Areas of Refuge include fire-rated corridors or vestibules adjacent to exit stairways and elevator lobbies. Many campus buildings feature fire rated corridor construction that may offer safe refuge.

Taking a position in a fire-rated corridor next to the stairway is a good alternative when a small stairway landing is crowded with other building occupants simultaneous using the stairways as a means of egress in an emergency.

EVACUATION: General Instructions

1. Refer to the above information regarding General Information with respect to building evacuations.

2. When the building alarm or fire alarm is audible, prepare to leave the building immediately. **DO NOT WAIT FOR THE PUBLIC ADDRESS ANNOUNCEMENT.**

3. Many library staff members are designated floor captains. The floor captains and members of the Executive Leadership Council (ELC) will wear fluorescent yellow vests during emergencies or evacuations. Anyone wearing a fluorescent yellow vest will provide leadership where needed, and will field all questions and concerns.

4. In any emergency situation, members of ELC will meet in the area of the old staff-only elevator on the first floor west wing to make decisions on necessary action.

5. Floor captains will do a quick walk through of their assigned areas and adjacent restrooms. They may only strongly advise people to leave the building. No physical force or verbal intimidation shall be used.

6. Everyone must exit the building by way of the nearest emergency exits. There are exits everywhere in the building, but in an emergency situation, the exit nearest to where you are currently located should be your first choice. Do not attempt to return to your assigned work area or to the main exit.

7. For instructions on emergency evacuation of persons with disabilities, go to [http://www4.uwm.edu/usa/safety/emergency_preparedness/ada-evacuation.cfm](http://www4.uwm.edu/usa/safety/emergency_preparedness/ada-evacuation.cfm) or to pages 21-22 of this document.
EVACUATION: Quick Guide
(Smoke/Fire, Gas Leak, Bomb Threat, Chemical Spill)

1. **SOUND THE INTERIOR ALARM.** Pull stations (red alarm boxes) are located on each floor of all buildings and serve only to alert occupants to evacuate the building. Pull station alarms **DO NOT** summon the Fire Department.

2. **WHEN ALARM IS AUDIBLE.** Do not wait for the public address announcement. Immediately prepare to leave the building at the sound of the alarm.

3. **NOTIFY THE UNIVERSITY POLICE.** In addition to activating the pull station, if smoke and flames are visible, or there is another reason for evacuating the building, call the University Police. From a campus phone dial extension 4627 or 9-911. **From a cell phone call 414-229-9911.**

   Report the incident to the University Police. The University Police will call the Fire Department or other emergency personnel. Give your name and the location of the incident by building, floor and room number.

4. **DO NOT USE ELEVATORS.** When a fire alarm is activated, the elevators are programmed to level on the first floor and to remain locked out of normal service. This is to prevent building occupants from using the elevator during a fire. In the event of a fire or other emergency condition, the elevator may only be operated by trained firefighters.

5. **EVACUATE THE BUILDING.** Use stairways and emergency exits only! To avoid the danger of being trapped **DO NOT** use elevators! Walk quickly to the **NEAREST SAFE EXIT** and leave the building.

   There are emergency exits everywhere in the building. Therefore, in an emergency situation, it is not necessary to use the main exit.

6. **EVACUATION FOR THE DISABLED.** All persons with disabilities at UWM must prepare for emergencies ahead of time. The library building has designated ADA Evacuation areas in the west wing main stairways, second floor east, and third floor east. For more information related to evacuation for the disabled, see pages 21-22 of this document.

7. **STAY AWAY FROM THE BUILDING.** The designated assembly areas for the Libraries are located in an open area 100 feet away from the building and out of the way of responding emergency personnel vehicles, fire lanes, fire hydrants and equipment staging areas.

   The Department of University Safety and Assurances has identified the "areas of assembly" for the Libraries as either **Spaight’s Plaza (near Student Union North Enclosure)** or across Hartford Avenue in front of Enderis Hall.
Quick Guide
**continued**

8. **STAY TOGETHER AS A UNIT.** Every staff person must be accounted for. This is easier to accomplish if everyone stays together as a unit.

9. **DO NOT RE-ENTER BUILDING UNTIL ALL CLEAR IS GIVEN BY UNIVERSITY POLICE OR OTHER PERSON IN CHARGE.** There is always an attempt to allow only Libraries staff into the building before the public. For this reason, it is important to always wear your badge. Without your badge, you may need to re-enter with the public. Pass this on to all student employees.
EVACUATION: People with Disabilities

After identifying the exits, a recommendation is that each person with a disability ask a co-worker, friend or fellow student to provide assistance if an emergency develops. Library staff members shall also take an active role in assisting individuals with disabilities too.

This "evacuation assistant" should be informed about what disabilities you have and how he or she can best help you in an emergency.

For false alarms or an isolated and contained fire, a person with a disability may not have to evacuate. The decision to evacuate will be made by the Milwaukee Fire Department (MFD). The MFD will tell the individual of their decision or relay the information via the University Police Department.

SUGGESTED GUIDELINES FOR DIFFERENT TYPES OF DISABILITIES

Mobility Impaired - Wheelchair

Persons using wheelchairs should Stay in Place, or move to an Area of Refuge with an appointed assistant when the alarm sounds. The evacuation assistant should then proceed to the evacuation assembly point outside the building and alert the Milwaukee Fire Department or University Police about the location of the person with a disability. If the person with a disability is alone, he or she should phone the University Police at 414-229-9911 with their present location and the area of refuge they are headed to.

*Stairway evacuation of wheelchair users should be conducted only by trained professionals, or the Milwaukee Fire Department. Only in situations of extreme danger should untrained people attempt to evacuate wheelchair users.*

Mobility Impaired - Non Wheelchair

Persons with mobility impairments who are able to walk independently may be able to negotiate stairways in an emergency with minor assistance. If danger is imminent, the individual should wait until the heavy traffic has cleared before attempting the stairways. If there is no immediate danger (such as detectable smoke, fire or an unusual odor), the person with the disability may choose to stay in the building with the options listed above, until the emergency personnel arrive and determine if evacuation is necessary.
People with Disabilities
**continued**

**Deaf/Hard of Hearing**

Most buildings on campus are equipped with fire alarm strobe lights; however, some are not. Persons with hearing loss might not hear audio emergency alarms and will need to be alerted of emergency situations. Emergency instructions can be given by writing a short note with clear evacuation instructions.

Reasonable accommodations for persons with hearing loss may be met by modifying the building’s fire alarm system, particularly for occupants who spend most of their day in one particular building. Persons requiring such accommodation should contact the UWM ADA Coordinator in the Human Resources department at 414-229-3094 (voice). Teletypewriter (TTY) users please use the relay service by dialing 711.

**Visually Impaired**

Most people with a visual impairment will be familiar with their immediate surroundings and their frequently traveled routes. Since the emergency evacuation route is likely different from the usual traveled route, persons who are visually impaired may need assistance with evacuating the building. An assistant should offer their elbow to the individual with a visual impairment and guide this person through the evacuation route. During the evacuation, the assistant should communicate as necessary to assure safe evacuation.

**Prior planning and practicing of emergency evacuation routes are important in ensuring a safe evacuation.**

For additional information contact UWM's ADA Coordinator, or visit the Accessibility Recourse Center in Mitchell Hall, Room 112, or call 414-229-6287.
EVACUATION: Instructors/Supervisors

1. Follow General Information, Instructions, and Quick Guide, pages 17-20, of this document.

2. Know the general layout of the building and the locations of the nearest safe exits where your staff and students work and study. Emergency evacuation plans are posted in the hallways of each building. Review the plan and become familiar with evacuation routes for your building.

3. During an emergency, maintain control.

4. Assign people to the following tasks as necessary:
   a.) Assist disabled persons.
   b.) Close, but do not lock all doors and windows.
   c.) Turn off all small electrical and gas appliances (e.g., space heaters, coffeepots).

5. Evacuate the Building. Use stairways and emergency exits only! To avoid the danger of being trapped DO NOT use elevators! Walk quickly and quietly as a group and leave by the NEAREST SAFE EXIT and leave the building.

   There are emergency exits everywhere in the building, therefore in an emergency situation it is not necessary to use the main exit.

6. Stay Away From the Building. The designated assembly areas for the Libraries are located in an open area 100 feet away from the building and out of the way of responding emergency personnel vehicles, fire lanes, fire hydrants and equipment staging areas.

   The Department of University Safety and Assurances has identified the "areas of assembly" for the Libraries as either Spaight’s Plaza (near Student Union North Enclosure) or across Hartford Avenue in front of Enderis Hall.

7. Stay Together as a Unit. Every staff person must be accounted for. This is easier to accomplish if everyone stays together as a unit.

8. Evacuation for the Disabled. All persons with disabilities at UWM must prepare for emergencies ahead of time. The library building has designated ADA Evacuation areas in the west wing main stairway, second floor east, and third floor east. For more information related to evacuation for the disabled, see pages 21-22 of this document.

9. Do Not Re-enter the Building until All Clear is Given by University Police or Other Person in Charge. There is always an attempt to allow only Libraries’ staff into the building before the public. For this reason, it is important to always wear your badge. Without your badge, you may need to re-enter with the public. Pass this on to all student employees.
EVACUATION: Administrative Office

1. Follow the General Information, Instructions, and Quick Guide, pages 17-20, of this document.

2. Take appropriate precautions for security of departmental materials following specialized departmental procedures and notify Chapman Hall, call extension 4331.

3. At least one person from the Library Administrative Office shall take and carry the clipboard that has a list of departments and floor captains as well as a megaphone. This person has a leadership role, and will look for floor captains once outside and away from the building.

4. **Evacuate the Building.** Use stairways and emergency exits only! To avoid the danger of being trapped DO NOT use elevators! Walk quickly and quietly as a group and leave by the **NEAREST SAFE EXIT** and leave the building.

   There are emergency exits everywhere in the building. Therefore in an emergency situation it is not necessary to use the main exit.

5. **Stay Away From the Building.** The designated assembly areas for the Libraries are located in an open area 100 feet away from the building and out of the way of responding emergency personnel vehicles, fire lanes, fire hydrants and equipment staging areas.

   The Department of University Safety and Assurances has identified the "areas of assembly" for the Libraries as either **Spaight’s Plaza (near Student Union North Enclosure)** or **across Hartford Avenue in front of Enderis Hall**.

6. **Stay Together as a Unit.** Every staff person must be accounted for. This is easier to accomplish if everyone stays together as a unit.

7. **Evacuation for the Disabled.** All persons with disabilities at UWM must prepare for emergencies ahead of time. The library building has designated ADA Evacuation areas in the west wing main stairway, second floor east, and third floor east. For more information related to evacuation for the disabled, see pages 21-22 of this document.

8. **Do Not Re-enter the Building until All Clear is Given by University Police or Other Person in Charge.** There is always an attempt to allow only Libraries’ staff into the building before the public. For this reason, it is important to always wear your badge. Without your badge, you may need to re-enter with the public. Pass this on to all student employees.
EVACUATION: American Geographical Society Library

1. Follow the General Information, Instructions, and Quick Guide, pages 17-20, of this document.

2. Take appropriate precautions for security of departmental materials following specialized departmental procedures.

3. At least one person from AGSL shall act as a floor captain in an emergency situation, and shall provide leadership in evacuation of the building. This person can be identified by a yellow fluorescent vest. If the designated person is not present, another staff member will need to step into the position with or without a vest.

4. The floor captain or other AGSL staff member taking charge shall direct library staff and users to **evacuate the building** by using any of the following exits:
   
   a.) E300Q (located on the bridge)
   b.) E300P (located in the center of the north wall)
   c.) E300S (located in E385 (ABCD section – South Bridge)
   d.) E300U (east wing horseshoe stairway) & then out E200P, E200W, or E200S
   e.) W305 (located on the west wall of the Rare Room) & then out W300V

5. If there is no danger, the floor captain shall direct library users on the third floor bridge, third floor west wing stack and study areas, and W301 (Roosevelt Room) to the following exits, and then leave the building immediately through the nearest safe emergency exit:
   
   a.) W300A & W300P (main stairway)
   b.) W300S (south wall of W305 study and stack area)
   c.) W300R (located in large study area W305, before entering north addition)
   d.) W300T (located in the northwest corner)
   e.) W300Q (located in the eastern most part of W305)
   f.) W300V (horseshoe stairway)

6. **Stay Away From the Building**

   The designated assembly areas for the Libraries are located in an open area 100 feet away from the building and out of the way of responding emergency personnel vehicles, fire lanes, fire hydrants and equipment staging areas.

   The Department of University Safety and Assurances has identified the "areas of assembly" for the Libraries as either Spaight’s Plaza (near Student Union North Enclosure) or across Hartford Avenue in front of Enderis Hall.
7. **Stay Together as a Unit**
   Every staff person must be accounted for. This is easier to accomplish if everyone stays together as a unit.

8. **Evacuation for the Disabled**
   All persons with disabilities at UWM must prepare for emergencies ahead of time. The library building has designated ADA Evacuation areas in the west wing main stairway, second floor east, and third floor east. For more information related to evacuation for the disabled, see pages 21-22, of this document.

9. **Do Not Re-enter the Building until All Clear is Given by University Police or Other Person in Charge**
   There is always an attempt to allow only Libraries’ staff into the building before the public. For this reason, it is important to always wear your badge. Without your badge, you may need to re-enter with the public. Pass this on to all student employees.
EVACUATION: Archives

1. Follow the General Information, Instructions, and Quick Guide, pages 17-20, of this document.

2. Take appropriate precautions for security of departmental materials following specialized departmental procedures.

3. At least one person from the Archives shall act as a floor captain in an emergency situation, and shall provide leadership in evacuation of the building. This person can be identified by a yellow fluorescent vest. If the designated person is not present, another staff member will need to step into the position with or without a vest.

4. The floor captain or other Archives staff member taking charge shall direct library staff and users to evacuate the building by using the following exits:
   a.) W200Q (located north of department head’s office)
   b.) W200S (located in W205, at the south end)
   c.) W200P (main stairway)
   d.) W200V (horseshoe stairway)
   e.) E200Q (located in bridge)
   f.) E200R (located in bridge)

5. Work with Systems staff to insure complete evacuation of second floor, west wing, including the stacks, study areas, and the bridge and restrooms by completing a quick walk-through of the area.

6. Stay Away From the Building
   The designated assembly areas for the Libraries are located in an open area 100 feet away from the building and out of the way of responding emergency personnel vehicles, fire lanes, fire hydrants and equipment staging areas.

   The Department of University Safety and Assurances has identified the "areas of assembly" for the Libraries as either Spaight’s Plaza (near Student Union North Enclosure) or across Hartford Avenue in front of Enderis Hall.

7. Stay Together as a Unit
   Every staff person must be accounted for. This is easier to accomplish if everyone stays together as a unit.

8. Evacuation for the Disabled
   All persons with disabilities at UWM must prepare for emergencies ahead of time. The library building has designated ADA Evacuation areas in the west wing main stairway, second floor
EVACUATION: Archives
**continued**

east, and third floor east. For more information related to evacuation for the disabled, see pages 21-22 of this document.

9. **Do Not Re-enter the Building until All Clear is Given by University Police or Other Person in Charge**

There is always an attempt to allow only Libraries’ staff into the building before the public. For this reason, it is important to always wear your badge. Without your badge, you may need to re-enter with the public. Pass this on to all student employees.
EVACUATION: Business Office, Collection & Resource Management Division & Development Director

1. Follow the General Information, Instructions, and Quick Guide, pages 17-20, of this document.

2. Take appropriate precautions for security of departmental materials following specialized departmental procedures.

3. At least one person from the area shall act as a floor captain in an emergency situation, and shall provide leadership in evacuation of the building. This person can be identified by a yellow fluorescent vest. If the designated person is not present, another staff member will need to step into the position with or without a vest.

4. The floor captain(s) or other staff member taking charge shall direct library staff and users to evacuate the building by using the following exits:
   a.) W200R (located in large study area W205, before entering north addition)
   b.) W200T (located in W234, the north addition)
   c.) W100F (located in stairway near kitchenette)

5. Stay Away From the Building
   The designated assembly areas for the Libraries are located in an open area 100 feet away from the building and out of the way of responding emergency personnel vehicles, fire lanes, fire hydrants and equipment staging areas.

   The Department of University Safety and Assurances has identified the "areas of assembly" for the Libraries as either Spaight’s Plaza (near Student Union North Enclosure) or across Hartford Avenue in front of Enderis Hall.

6. Stay Together as a Unit
   Every staff person must be accounted for. This is easier to accomplish if everyone stays together as a unit.

7. Evacuation for the Disabled
   All persons with disabilities at UWM must prepare for emergencies ahead of time. The library building has designated ADA Evacuation areas in the west wing main stairway, second floor east, and third floor east. For more information related to evacuation for the disabled, see pages 21-22, of this document.

8. Do Not Re-enter the Building until All Clear is Given by University Police or Other Person in Charge
   There is always an attempt to allow only Libraries’ staff into the building before the public. For this reason, it is important to always wear your badge. Without your badge, you may need to re-enter with the public. Pass this on to all student employees.
EVACUATION: User & Access Services

1. Follow the General Information, Instructions, and Quick Guide, pages 17-20, of this document.

2. Circulation Desk staff will turn on the public address system and start the message for building evacuation.

3. Circulation Desk staff will call the University Police at extension 4627 or 9-911. This is necessary to ensure that the University Police are responding and dispatching officers to the Libraries.

4. Any individuals checking out materials at this time must be told to leave the materials at the Circulation Desk for retrieval later, and to evacuate the building promptly.

5. At least one person from Circulation Desk and/or Interlibrary Loan shall act as a floor captain in an emergency situation, and shall provide leadership in evacuation of the building. This person can be identified by a yellow fluorescent vest. If the designated person is not present, another staff member will need to step into the position with or without a vest.

6. The floor captain or other staff member taking charge shall direct library staff and users to evacuate the building by using the following exits:

   a.) W100A (the main entrance/exit)
   b.) W100P (located near main stairway)
   c.) W100V (located in horseshoe stairway)
   d.) W100F (located in stairway near kitchenette)

7. Stay Away From the Building
   The designated assembly areas for the Libraries are located in an open area 100 feet away from the building and out of the way of responding emergency personnel vehicles, fire lanes, fire hydrants and equipment staging areas.

   The Department of University Safety and Assurances has identified the "areas of assembly" for the Libraries as either Spaight’s Plaza (near Student Union North Enclosure) or across Hartford Avenue in front of Enderis Hall.

8. Stay Together as a Unit
   Every staff person must be accounted for. This is easier to accomplish if everyone stays together as a unit.

9. Evacuation for the Disabled
   All persons with disabilities at UWM must prepare for emergencies ahead of time. The library building has designated ADA Evacuation areas in the west wing main stairway, second floor east, and third floor east. For information related to evacuation for the disabled, see pages 21-22, of this document.
EVACUATION: User & Access Services
**continued**

10. Do Not Re-enter the Building until All Clear is Given by University Police or Other Person in Charge

There is always an attempt to allow only Libraries staff into the building before the public. For this reason, it is important to always wear your badge. Without your badge, you may need to re-enter with the public. Pass this on to all student employees.

Evenings and Weekends

1. Follow the instructions above. However, since there is a strong likelihood that fulltime staff and floor captains are not present, Circulation Desk students will need to work closely with Library Security in assuring that all procedures are accomplished.

2. Call the Libraries’ Facilities Manager and/or the Operations Program Associate at home when there is time, or if you need additional help. Numbers are posted behind the Circulation Desk, in Security Central, and page 2 of this document.
EVACUATION: Media & Reserve Library

1. Follow the General Information, Instructions, and Quick Guide, pages 17-20, of this document.

2. Take appropriate precautions for security of departmental materials following your own specialized departmental procedures.

3. At least one person from the Media & Reserve Library shall act as a floor captain in an emergency situation, and shall provide leadership in evacuation of the building. This person can be identified by a yellow fluorescent vest. If that person is not present, another Media or Reserve staff member will need to step into the position with or without a vest.

4. The floor captain or other Media/Reserve staff member taking charge shall direct library staff and users to evacuate the building by using the following exits:
   a.) W100A (the main entrance/exit)
   b.) W100P (located near main stairway)
   c.) WB00Q (located north of Microtext, in compact shelving west)
   d.) WB00S (located in the southwest corner of WB10)
   e.) WB00U (located in Media/Reserve staff only area)

5. Stay Away From the Building
   The designated assembly areas for the Libraries are located in an open area 100 feet away from the building and out of the way of responding emergency personnel vehicles, fire lanes, fire hydrants and equipment staging areas.

   The Department of University Safety and Assurances has identified the "areas of assembly" for the Libraries as either Spaight's Plaza (near Student Union North Enclosure) or across Hartford Avenue in front of Enderis Hall.

6. Stay Together as a Unit
   Every staff person must be accounted for. This is easier to accomplish if everyone stays together as a unit.

7. Evacuation for the Disabled
   All persons with disabilities at UWM must prepare for emergencies ahead of time. The library building has designated ADA Evacuation areas in the west wing main stairway, second floor east, and third floor east. For more information related to evacuation for the disabled, see pages 21-22 of this document.

8. Do Not Re-enter the Building until All Clear is Given by University Police or Other Person in Charge
   There is always an attempt to allow only Libraries’ staff into the building before the public. For this reason, it is important to always wear your badge. Without your badge, you may need to re-enter with the public. Pass this on to all student employees.
EVACUATION: Music Library & Curriculum Collection

1. Follow the General Information, Instructions, and Quick Guide, pages 17-20, of this document.

2. Take appropriate precautions for security of departmental materials following specialized departmental procedures.

3. At least one person from your area shall act as a floor captain in an emergency situation, and shall provide leadership in evacuation of the building. This person can be identified by a yellow fluorescent vest. If that person is not present, another staff member will need to step into the position with or without a vest.

4. The floor captain or other staff member taking charge shall direct library staff and users to evacuate the building by using the following exits:
   a.) E200P (located in the northeast corner)
   b.) E200Q (located in bridge)
   c.) E200R (located in bridge)
   d.) E200W (located on the east wall of the Quiet Study area)
   e.) E200S (located in the southeast corner of E290, near E280)

5. Work with the Archives staff to ensure complete evacuation of the second floor bridge area if there is time.

6. Stay Away From the Building
   The designated assembly areas for the Libraries are located in an open area 100 feet away from the building and out of the way of responding emergency personnel vehicles, fire lanes, fire hydrants and equipment staging areas.

   The Department of University Safety and Assurances has identified the "areas of assembly" for the Libraries as either Spaight’s Plaza (near Student Union North Enclosure) or across Hartford Avenue in front of Enderis Hall.

7. Stay Together as a Unit
   Every staff person must be accounted for. This is easier to accomplish if everyone stays together as a unit.

8. Evacuation for the Disabled
   All persons with disabilities at UWM must prepare for emergencies ahead of time. The library building has designated ADA Evacuation areas in the west wing main stairway, second floor east, and third floor east. For more information related to the evacuation for the disabled, see pages 21-22 of this document.
9. Do Not Re-enter the Building until All Clear is Given by University Police or Other Person in Charge

There is always an attempt to allow only Libraries’ staff into the building before the public. For this reason, it is important to always wear your badge. Without your badge, you may need to re-enter with the public. Pass this on to all student employees.
EVACUATION: Digitization, CETL, PASS, E159

1. Follow the General Information, Instructions, and Quick Guide, pages 17-20, of this document.

2. Take appropriate precautions for security of departmental materials following specialized departmental procedures.

3. At least one person from your area shall act as a floor captain in an emergency situation, and shall provide leadership in evacuation of the building. This person can be identified by a yellow fluorescent vest. If that person is not present, another staff member will need to step into the position with or without a vest.

4. The floor captain or other staff member taking charge shall direct library staff and users to evacuate the building by using the following exits:
   a.) E100H (the main entrance/exit)
   b.) E100S (located on the south wall of the reading room)
   c.) E100W (located in the southeast corner of the E100M corridor, past E173 and E177)
   d.) E100K (located across from E159)
   e.) E100N (access this corridor from E159, E175, and E179)
   f.) E100M (located at the end of the corridor, in the northeast corner)

5. Stay Away From the Building
   The designated assembly areas for the Libraries are located in an open area 100 feet away from the building and out of the way of responding emergency personnel vehicles, fire lanes, fire hydrants and equipment staging areas.

   The Department of University Safety and Assurances has identified the "areas of assembly" for the Libraries as either Spaight’s Plaza (near Student Union North Enclosure) or across Hartford Avenue in front of Enderis Hall.

6. Stay Together as a Unit
   Every staff person must be accounted for. This is easier to accomplish if everyone stays together as a unit.

7. Evacuation for the Disabled
   All persons with disabilities at UWM must prepare for emergencies ahead of time. The library building has designated ADA Evacuation areas in the west wing main stairway, second floor east, and third floor east. For more information related to evacuation for the disabled, see pages 21-22, of this document.

8. Do Not Re-enter the Building until All Clear is Given by University Police or Other Person in Charge
   There is always an attempt to allow only Libraries’ staff into the building before the public. For this reason, it is important to always wear your badge. Without your badge, you may need to re-enter with the public. Pass this on to all student employees.
EVACUATION: Library Security Staff

Library Security staff play a critical role in evacuating the building if there is a fire alarm or any other reason.

1. Follow the General Instructions, Information, and Quick Guide, pages 17-20, of this document.

2. Check the fire alarm panel to locate and identify the area(s) that are under alarm.

3. Confirm that someone from Circulation Desk has called for University Police at extension 4627 or 9-911, and that the police and fire department are on the way.

4. Remind Circulation Desk staff to make an ALL CALL announcement to evacuate the building.

5. Remind Circulation Desk staff to call Kim if she is not in the building. Kim’s cell number is 414-339-0410.

6. Only if there is NO danger, go to the area of the building that is under alarm. Try to determine if there is an actual fire, smoke, or a possible false alarm.

7. As Library Security you can only make a superficial determination. It is the responsibility of the University Police and/or the fire department to confirm whether or not there is any danger.

8. Keep the Circulation Desk staff updated and informed of the emergency, so they may make any further announcements.

9. If ELC members are present, they will assist with the crowd control, exiting and re-entering the building and will also have the responsibility of recording the areas of the building that have been evacuated.

10. Cooperate with the University Police and any other emergency personnel.

11. University Police and/or the fire department will determine if there is no immediate danger, and that the building is safe to re-enter.

12. Once an all clear is given by the proper authorities, allow only staff to enter before the public. This allows time for the staff to get to their areas and be prepared to serve the public.

13. Following the procedures next to the fire alarm panel, reset the fire alarm panel.

14. Once the panel has reset, silence and reset all the emergency exits and delayed egresses.

15. Open all fire doors. (The fire doors are located between Stages 1, 2, and 3, on all floors except on the fourth floor.)
EVACUATION: Shelving Staff

1. Follow the General Information, Instructions, and Quick Guide, pages 17-20, of this document.

2. Shelving staff will provide leadership in evacuating the floor area they are working on, and then leave the building immediately through the nearest safe emergency exit. Do not try to return to the shelving office.

3. **Stay Away From the Building**

   The designated assembly areas for the Libraries are located in an open area 100 feet away from the building and out of the way of responding emergency personnel vehicles, fire lanes, fire hydrants and equipment staging areas.

   The Department of University Safety and Assurances has identified the "areas of assembly" for the Libraries as either **Spaight’s Plaza (near Student Union North Enclosure)** or **across Hartford Avenue in front of Enderis Hall**.

4. **Stay Together as a Unit**

   Every staff person must be accounted for. This is easier to accomplish if everyone stays together as a unit.

5. **Evacuation for the Disabled**

   All persons with disabilities at UWM must prepare for emergencies ahead of time. The library building has designated ADA Evacuation areas in the west wing main stairway, second floor east, and third floor east. For more information related to the evacuation for the disabled, see pages 21-22 of this document.

6. **Do Not Re-enter the Building until All Clear is Given by University Police or Other Person in Charge**

   There is always an attempt to allow only Libraries staff into the building before the public. For this reason, it is important to always wear your badge. Without your badge, you may need to re-enter with the public.
EVACUATION: Shipping & Receiving

1. Follow the General Information, Instructions, and Quick Guide, pages 17-20, of this document.

2. Take appropriate precautions for security of departmental materials following your own specialized departmental procedures.

3. Provide leadership in evacuation of the building, by directing library staff and visitors to evacuate using the following exit:
   a.) W149 (Shipping and Receiving backdoor area)

4. **Stay Away From the Building**

   The designated assembly areas for the Libraries are located in an open area 100 feet away from the building and out of the way of responding emergency personnel vehicles, fire lanes, fire hydrants and equipment staging areas.

   The Department of University Safety and Assurances has identified the "areas of assembly" for the Libraries as either **Spaights Plaza (near Student Union North Enclosure) or across Hartford Avenue in front of Enderis Hall.**

5. **Stay Together as a Unit**

   Every staff person must be accounted for. This is easier to accomplish if everyone stays together as a unit.

6. **Evacuation for the Disabled**

   All persons with disabilities at UWM must prepare for emergencies ahead of time. The library building has designated ADA Evacuation areas in the west wing main stairway, second floor east, and third floor east. For more information related to the evacuation for the disabled, see pages 21-22 of this document.

7. **Do Not Re-enter the Building until All Clear is Given by University Police or Other Person in Charge**

   There is always an attempt to allow only Libraries staff into the building before the public. For this reason, it is important to always wear your badge. Without your badge, you may need to re-enter with the public.
1. Follow the General Information, Instructions, and Quick Guide, pages 17-20, of this document.

2. Take appropriate precautions for security of departmental materials following your own specialized departmental procedures.

3. Provide leadership in evacuation of the building, by directing library staff, users, and Conference Center users to evacuate using the following exits:
   a.) 400V (stairway near elevator)
   b.) 400Q (emergency exit near the east end of the main corridor)

4. **Stay Away From the Building**

   The designated assembly areas for the Libraries are located in an open area 100 feet away from the building and out of the way of responding emergency personnel vehicles, fire lanes, fire hydrants and equipment staging areas.

   The Department of University Safety and Assurances has identified the "areas of assembly" for the Libraries as either **Spaight’s Plaza (near Student Union North Enclosure)** or **across Hartford Avenue in front of Enderis Hall**.

5. **Stay Together as a Unit**

   Every staff person must be accounted for. This is easier to accomplish if everyone stays together as a unit.

6. **Evacuation for the Disabled**

   All persons with disabilities at UWM must prepare for emergencies ahead of time. The library building has designated ADA Evacuation areas in the west wing main stairway, second floor east, and third floor east. For more information related to the evacuation for the disabled, see pages 21-2, of this document.

7. **Do Not Re-enter the Building until All Clear is Given by University Police or Other Person in Charge**

   There is always an attempt to allow only Libraries staff into the building before the public. For this reason, it is important to always wear your badge. Without your badge, you may need to re-enter with the public.
EVACUATION: Systems Office

1. Follow the General Information, Instructions, and Quick Guide, pages 17-20, of this document.

2. Take appropriate precautions for security of departmental materials following specialized departmental procedures. Work with Archives staff, to ensure complete evacuation of second floor, west wing, including the stacks, study areas, and restrooms by way of a quick walk through.

3. At least one person from Systems shall act as a floor captain in an emergency situation, and shall provide leadership in evacuation of the building. This person can be identified by a yellow fluorescent vest. If the designated person is not present, another staff member will need to step into the position with or without a vest.

4. The floor captain or other Systems staff member taking charge shall direct library staff and users to evacuate the building by using the following exits:
   a.) W200R (located in large study area W205, before entering north addition)
   b.) W200T (located in W237, the north addition)
   c.) W200S (located in W205, at the south end)
   d.) W200P (main stairway)
   e.) W200V (horseshoe stairway)

5. Stay Away From the Building
   The designated assembly areas for the Libraries are located in an open area 100 feet away from the building and out of the way of responding emergency personnel vehicles, fire lanes, fire hydrants and equipment staging areas.

   The Department of University Safety and Assurances has identified the "areas of assembly" for the Libraries as either Spaight’s Plaza (near Student Union North Enclosure) or across Hartford Avenue in front of Enderis Hall.

6. Stay Together as a Unit
   Every staff person must be accounted for. This is easier to accomplish if everyone stays together as a unit.

7. Evacuation for the Disabled
   All persons with disabilities at UWM must prepare for emergencies ahead of time. The library building has designated ADA Evacuation areas in the west wing main stairway, second floor east, and third floor east. For more information related to the evacuation for the disabled, see pages 21-22, of this document.

8. Do Not Re-enter the Building until All Clear is Given by University Police or Other Person in Charge
   There is always an attempt to allow only Libraries’ staff into the building before the public. For this reason, it is important to always wear your badge. Without your badge, you may need to re-enter with the public.
FIRE

Immediate Response:

1. Locate fire extinguishers, pull stations, emergency exits and evacuation procedures before fires occur. Become familiar with emergency exits within your work area.
   - Small, contained fires are extinguishable only by those trained and confident in using a fire extinguisher, but not at the risk of anyone’s safety.
   - Staff members not involved in extinguishing efforts should sound the alarm (red pull stations) as this will start evacuation procedures, seek help.
   - If efforts at extinguishing a fire are not successful, discontinue, sound alarm (red pull stations), and evacuate the building.

   - Sound the interior alarm. Alarm boxes are located all over the building on each floor (usually near emergency exits), and serve to alert occupants to evacuate the building. The alarms also summon the University Police.
   - Notify the University Police. Dial extension 4627 or 9-911 from a campus phone to report the fire. They will call the Milwaukee Fire Department. Give your name, fire location by building, floor and room number.
   - Evacuate the building. Use stairways only. Do not use elevators. Walk quickly to the nearest EXIT and leave the building.

Various library staff members are trained to perform specific functions during evacuations, including assisting individuals with disabilities, turning off small electrical appliances if there is time, closing all doors and windows, and directing library users and staff to the nearest exit. Everyone must walk quickly and quietly to the nearest safe EXIT.
**FUMES**
**(POSSIBLY TOXIC INSIDE BUILDING)**

**Immediate Response:**

1. **Suspicion of Toxic Fumes**
   
   A. Clear the area if fumes seem toxic. Staff and users must go to another part of the building or go outdoors. Secure or close the area to make sure no one enters.

   B. Call University Police at extension 9-911 from a campus phone or 414-229-9911 from a cell phone
      
      - Describe the situation, including the need for medical assistance if any person is affected.
      - Give your name and the exact location (UWM Libraries, floor, room number).

   C. Call either the Libraries’ Facilities Management office at extensions 6206 or 6683 or the Circulation Desk at extension 4132 to request the shutdown of the HVAC system. If it is after hours, call the campus Heat Plant at extension 4652.

2. **Treatment**

   A. Anyone exhibiting any ill effects from the fumes should be escorted from the contaminated area. Someone should then stay with that person(s) until medical help arrives.

**General Information:**

To help prevent a situation involving toxic fumes, be wary of types of mechanical equipment being used in closed quarters, stored chemicals, some cleaning practices, or use of any chemical agents. Note that exhaust fumes from gasoline motors seep into the building through air intakes, and if this is the case, call the Libraries’ Facilities Management office at extension 6206 to find the source of the running motor.
HANDGUNS AND OTHER WEAPONS

Immediate Response:

1. If you observe or someone insinuates that they have a handgun or other weapon, stay calm.

2. Do not approach the person and do not get into an argument.

3. Call University Police at extension 9-911 from a campus phone or 414-229-9911 from a cell phone. You may also push a panic button if there is one in your area.

4. State your name, location (UWM Libraries, floor, and room number), and explain the situation.

5. Then contact the Circulation Desk at 4132 to inform them of the situation. If you cannot make these calls, ask someone else to do so.

General Information:

No person may carry, possess or use any dangerous weapon on university lands or in university buildings except with the written approval of the chief administrative officer or for law enforcement purposes. No person may display or portray as real any object that resembles a dangerous weapon on university lands or in university buildings or facilities except with the written approval of the chief administrative officer. University Police will confiscate dangerous weapons.
HARASSMENT

Immediate Response:

If a victim of physical, verbal, or sexual abuse comes to you for assistance:

1. Find a quiet place for the victim to sit, preferably in a closed office.

2. Call University Police at extension 9-911 from a campus phone or 414-229-9911 from a cell phone to request assistance. You may also push a panic button if there is one in your area.

3. State your name, exact location, and explain what has happened. If it seems as if the victim requires medical assistance, or if he or she asks for medical assistance, give that information also.

4. Notify the Circulation Desk supervisor at extension 4132 of the action you have taken and the nature of the problem.

5. Try to keep the victim calm until assistance arrives. Have the person fill out an incident report if he or she is able to do so.

6. Try to persuade the victim to remain with you until help arrives.

7. Be sure to fill out an incident report, either completing the victim’s report, or filling out one of your own.

8. If you or any other library staff member is the victim of physical, verbal, or sexual abuse, report immediately to your supervisor, if possible and proceed as outlined above.

General Information:

Library Security and/or University Police will ask for a description of the perpetrator. Impress upon the victim the necessity of waiting for help to arrive so that the assailant can be apprehended. Try to obtain the victim’s name, but do not force this information. Do not try to restrain the victim if he or she insists upon leaving. Stress the importance of an official report. This may assist you in persuading the victim to remain until the officer arrives. Also stress to the victim that the only one who can make the report is the victim. Without the victim, there is no incident.
LEAKS and PREVENTING WATER DAMAGE

Immediate Response:

1. Ensure human safety. Standing water may be extremely dangerous if there are exposed electrical wires and outlets. Using compact shelving while standing in water is extremely dangerous.

2. Call extension 6206 to reach the Libraries’ Facilities Manager (Kim Silbersack) or extension 6683 to reach the Operations Program Associate (Steve Keltner). If neither answers, call extension 4132 to reach the Circulation Desk to have the Facilities Manager, Operations Program Associate and/or Library Security paged. One or all of the individuals mentioned above will do the following:

   • Call UWM Facilities Service at extension 4742 or in the evening and on weekends call the campus heat plant at extension 4652.

   • Contain the water. For any ceiling leaks, find plastic sheeting to drape over the book stacks and a bucket or some other container. Locate the source of the water leak and try to stop it. UWM Facilities Services will help aid in this process. There is a large roll of plastic sheeting in Security Central (W133B), across from the Libraries’ Facilities Manager’s office.

Preventing water damage:

   • Drape plastic over the dry ranges of books in the area to protect them from water leaks in the ceiling.

   • Remove any dry equipment and materials from the area before they get wet. Leave all wet materials in place at this time. The Assistant Directors for Access Services Division and Collection & Resource Management Division will determine when it is necessary to move these materials to a place for proper drying.

   • If dry materials cannot be moved, try to protect them from water leaks by covering them with plastic.

   • UWM Facilities Services will use a wet/dry vacuum cleaner to quickly remove any standing water. A wet/dry vacuum is located in room EB58.

   • Reduce the temperature and humidity to lessen the risk of mold growth.

      • Fans placed throughout the area will increase air circulation.
      • Heat accelerates mold growth therefore using heat to dry the area quickly is not acceptable.
      • Increase the use of air conditioning during summer.
      • In winter, turn down the heat.

   • If a problem occurs after normal working hours, notify the following individuals at home:
LEAKS and PREVENTING WATER DAMAGE
**continued**

Call: Libraries’ Facilities Manager, Operations Program Manager, Assistant Director for Access Services or Collection & Resource Management (See page 2 of this document for phone numbers.) One of these individuals will notify the Director of Libraries.

The Assistant Directors for Access Services Division and Collection & Resources Management Division will coordinate the following activities:

- Remove wet books,
- Coordinate salvage and drying activities (Collection & Resource Management Division),
- Keep the Director of Libraries apprised of the process (Access Services Division),
- Place signs in the stacks as appropriate (Access Services Division),
- Coordinate the re-shelving of books (Access Services Division).

* The Assistant Director for Collection & Resource Management will determine when the books are ready to return to the stacks. The Facilities Manager will determine when the stacks are ready for the books. The Facilities Manager will have the shelves wiped down with 10% bleach solution before the books are re-shelved.

MEDIA INQUIRIES
UWM Communication Policy

To ensure consistency and accuracy during a crisis situation, University Relations is the authority for developing and delivering all official university statements to internal and external constituents, including the media.

Media
The Vice Chancellor of University Relations and Communications is the official spokesperson for the university and designates expert spokespersons as needed. Faculty and staff are strongly encouraged to express their opinion on topics within their area of expertise and to defer questions regarding official university position to University Relations.

During a crisis, any requests for information by the media must be directed to the Emergency Communication Center or to University Relations. University Relations strongly encourages requests will then be directed to the proper people. This is important to control rumors, avoid misinformation and to ensure that only factual, complete information is released to the public.

University Police and has authority for developing and delivering S.A.F.E. Alerts as determined necessary during a campus emergency.
PANIC BUTTONS

The UWM Libraries have a number of panic buttons located in public service departments throughout the building. The panic buttons, when pushed, will summon help from University Police and Library Security. Pushing the panic button has the same effect as dialing extension 9-911 from a campus phone or 414-229-9911 from a cell phone.

If in doubt about a situation and whether or not it is a panic situation, it is better to err on the side of caution and to call for help if you feel afraid or uncomfortable with a situation.

******************

Here are some examples of when it is appropriate to push the panic button:

- In a moment when either you or someone’s safety and security are at risk
- Medical emergencies
- Threatening, confrontational person is having an outburst
- Someone displays a weapon
- You feel that a situation is escalating beyond normal business conduct

Panic buttons are located in the following areas of the building:

- Media & Reserve Library (LLW)
- Research Help Desk (1W)
- Circulation Desk (1W)
- Welcome Desk (1W)
- Digitizing Office (1E)
- Systems Office (2W)
- Archives (2W)
- Music & Curriculum Service Counter (2E)
- AGSL (3E)
- Special Collections (4)

Please take this time to re-familiarize yourself with the location of the panic button in your area.

You may also want to program the University Police emergency number and non-emergency number into your cell phone.

Non-emergency: 414-229-4627  Emergency: 414-229-9911
PROBLEM USER
DRUG AND/OR PSYCHIATRIC EMERGENCIES

Immediate Response:

1. If you observe someone who may be having psychiatric problems or issues related to drug use, stay calm.

2. Do not get into an argument. Try to ascertain what might be the immediate cause or motivation for the behavior. Speak calmly and firmly, and if possible, ask the person to stop creating a disturbance.

3. Do not approach someone who appears to be irrational. Do not put yourself at risk. Do not touch the person.

6. Violence Potential: Be alert to the possibility of violence. If the person does not respond to your request, or you are afraid to approach him or her, call the University Police at extension 9-911 from a campus phone or 414-229-9911 from a cell phone. You may also push a panic button if there is one in your area.
   a. State your name, location (UWM Libraries, floor, room number), and explain the problem. If you have a panic button in your area, press it. Then, contact the Circulation Desk supervisor at extension 4132, and inform them of the situation. If you cannot make these calls, ask someone else to do so.
   b. If you feel that making a call to the police or pressing the panic button is awkward, and may only inflame the situation, try using a predetermined codeword with your coworkers. For instance, before any such incidents should occur, talk with your staff and fellow workers about how to handle a potentially violent situation.

4. Be patient: Gain as much time as possible since a person’s perception may only be temporarily distorted. If possible, maintain a watch on the disturbed person at a distance until help arrives. Be available to make a statement.

General Information:

1. Cause: Psychiatric crises can be caused by many things ranging from scholastic pressures to drug withdrawal.

2. Actions: Psychiatric antagonisms may be directed against oneself or someone else, with suicide and homicide being the most extreme forms.

3. Your attitude: Library personnel should always be pleasant, considerate, helpful, and understanding. A mentally disturbed individual may only require a slightly abrasive experience to reduce him or her to desperation.
SALVAGE PROCEDURES

The following pages outline the steps involved in salvaging materials after a disaster has struck. Although it is necessary to recover the materials as quickly as possible, ensuring the safety of library users and staff is the primary consideration in any disaster situation.

The duties described below in general terms have already been assigned to individuals so that these staff members will know what they are supposed to do in the event that a disaster strikes. See the Assignments and Responsibilities section of this document on pages 63-67, for a listing of specific duties and assignments.

1. Pre-salvage precautions and stabilization of the environment.
   - Do not enter the disaster area until declared safe. Human safety is of the utmost importance.
   - Call extension 6206 to reach the Libraries’ Facilities Manager, 6683 to reach the Operations Program Associate or extension 4132 to reach the Circulation Desk to have the Facilities Manager, Operations Program Associate and/or Library Security paged. Do this even if the damage seems minor.
   - Call UWM Facilities Services. Weekday extension is 4742 or in the evening and on weekends, call the heat plant at extension is 4652. They can locate the source of water, and try to stop it; e.g., turn off water valves, locate and repair leaks, etc.
   - Clear the people from the area and rope it off with plastic caution tape. The caution tape is located in the Facilities Office.
   - Contact UWM Department of University Safety and Assurance directly or by calling University Police so that they may notify the campus risk manager as soon as possible. They will want to survey the site before any salvage activities begin.

2. Assess the damage.
   Will any of the following be needed?
   - Air Drying
   - Freeze Drying
   - Discarding
   - Building and facilities stabilization and repair
   - Equipment and supplies
   - Special salvage services

   What kinds of materials are affected?
   - Format (photograph, paper, book, microfilm, electronic, phonographs, etc.)
   - Materials that take salvage priority
   - Are items replaceable? Do not expend time on materials that are easily replaceable (phone books, popular fiction, textbooks, books that we know are in-print, etc.). Remember that replacement is nearly always cheaper than the restoration of seriously damaged materials.
   - Extent of damage:
   - Linear feet of shelving affected.
SALVAGE PROCEDURES
**continued**

Kind of damage?
- Water
- Dirty water (mud, soot, coolant, chemical, etc.)
- Fire/charred paper
- Other physical damage

How many people needed for salvage operations?

3. **Train salvage teams.** Before starting any salvage, give staff members clear instructions on what needs accomplishment.

Staff members should be familiar with salvage procedures before a disaster strikes. However, a disaster site can be so overwhelming that they may feel paralyzed by the amount of work they face.
- Stay calm
- Proceed in an organized fashion. Resist the urge to "jump-in" out of panic

Instructions should be clear and detailed.
- Demonstrate techniques to be used.
- See the WAAC "Salvage at a Glance" in the Appendix of this document.
- Invite questions. Staff should feel free to ask for guidance during any phase of the salvage operations.
- Emphasize that while salvage operations should proceed quickly, rough or careless handling of damp or damaged items can cause unnecessary damage.

4. **Stabilize the environment.**
- Call UWM Facilities Services at extension 4742 or in the evening and on weekend call the campus heat plant at extension 4652. They can locate the source of water, and try to stop it by turning off the water valves and or locating the source of the leak and to make repairs. **Library staff should not attempt to do anything in these areas without UWM Facilities Services personnel present.** In addition, UWM Facilities Services will provide custodial staff and equipment, as necessary. The library will coordinate the necessary priorities with the custodial staff.
- Locate and fix sources of any ongoing damage such as leaking water pipes.
- Reduce the temperature and lower relative humidity.

5. **Do not raise the temperature in an attempt to lower humidity. This only increases the possibility of mold.**
- Remove standing water
- Remove water-soaked carpeting
- Increase air circulation
- In winter turn the heat down; in summer turn the air conditioning up
- Use dehumidifiers if necessary, being aware that they can sometimes increase temperature
- Make sure that any equipment used in a wet environment is waterproof and properly grounded.
**SALVAGE PROCEDURES**  
**continued**

- Remove wet materials as quickly as possible (library materials, mops, and towels, etc.), because they will add moisture to the air.
- Monitor the area to confirm that the temperature and relative humidity remain stabilized.

6. **Record the damage.** For the purpose of insurance, record the damage before any salvage operation begins.
   - Videotape and photograph the disaster and clean-up efforts. A camcorder can be retrieved from the Media & Reserve library. Digital cameras are located in the Library Administrative Office.
   - Write a description of the extent of the damage in general terms. Number of ranges damaged, linear square feet of books, and any damage to the building.

7. **Establish a command post.** Members of the Libraries’ Executive Leadership Council (ELC) will select a centrally located place to coordinate activities.

   The command post is for:
   - Keeping in contact with Library Administration and/or UWM Administration
   - Ensuring that phone service is available
   - Answering and referring questions
   - Keeping track of updates and needs regarding salvage activities
   - Rapid ordering of supplies
   - Dealing with any media attention

   Confirm that supplies and equipment be sent and received through the libraries’ shipping area. If there is damage to this area, establish another location for shipping and receiving materials.

8. **Assemble necessary staff and supplies.**
   If necessary, develop a disaster team. Library leadership staff home and office phone numbers are listed on page 2 of this document.

   Information relayed when contacting people:
   - Extent of disaster
   - Number of people needed in salvage operations
   - Where and to whom they should report
   - Special clothing considerations (waterproof boots, jackets, gloves)

   Confirm that staff members know what their roles are. See the Assignments and Responsibilities section of this document on pages 63-67.

   Other duties may include assembling:
   - Teams of packers
   - Teams of movers
SALVAGE PROCEDURES

**continued**

- Teams of washers
- Teams of dryers
- Teams of labelers/recorders

9. **Protect undamaged materials.**
   Cover stacks to protect dry materials from water leaks.
   - Remove dry books from stacks if water is rising from the floor.
   - Remove dry materials from wet boxes and place in dry boxes or milk crates.
   - Keep a record of all materials moved. Include call numbers, original locations and new locations.

10. **Discard unsalvageable materials.**
    Consider discarding the following items:
    - Inexpensive materials
    - Easy to replace materials
    - Materials so severely charred, filthy or disintegrated that they are not salvageable.

    Keep a record of all items and materials discarded:
    - Include call numbers if possible. If call numbers and bar codes are no longer readable, record any information available, including any partial call numbers and/or bar codes. Record the locations and range and shelf numbers if blocks of materials if discarded.

11. **Remove damaged materials.**
    See the WAAC "Salvage at a Glance" procedures in the Appendix of this document.

    Be sure that proper documentation is complete before removing materials.
    - Take videos or photographs if possible.
    - Include call numbers
    - Location: floor, section, range, shelf numbers, etc. See Appendix of this document for photocopies of building maps to use for sketching out the damaged area.

    Remove books and materials, given first salvage priority. See the Appendix of this document for the UWM Libraries’ salvage priorities for each library department.

    Start with the wettest or most damaged books and materials.

    Remove books from the floor before clearing books from the shelves.

    Record keeping for intellectual control:
    - Recording Call numbers:
      If only a few volumes are involved, the simplest method may be to work in teams of two people; one to record the call numbers manually, while the other packs the volumes for removal from the site.
SALVAGE PROCEDURES
**continued**

- Another alternative is to transport the books to workstations with scanners. If scanners are used, operators should be very gentle in opening wet books to avoid further damage. Save and scan loose bar codes too. As time permits, record loose materials (maps, enclosures, etc.).

Charging materials:
- Materials will be charged to the code name "Disaster <date of disaster>" (due date indefinite). The message for public display will depend upon the disaster and will be determined at that time.

Labeling boxes:
- Because the record keepers will be handling wet materials, use waterproof ink. As each carton is packed, label it, indicating its origin (4th floor, east or west side), its destination (air dry, freeze, etc.), general call number, and a unique carton number (5.1, 5.2, etc.). This label information also needs recording in the record keeper's notebook. This will facilitate re-shelving.

12. **Dry all wet and damp library materials.** (See NEDCC Technical Leaflets, "Emergency Salvage of Wet Books and Records" and "Emergency Salvage of Photographs," on pages 54-62 of this document, and WAAC table, "Salvage at a Glance" in the Appendix of this document.)

Because wet paper becomes moldy within 48-72 hours, time is an important consideration when planning and setting up drying procedures. While surveying and assessing the damaged area, determine if it is even appropriate to implement immediate air-drying procedures. **If it is not feasible to air-dry materials immediately, they should be sent to cold storage. If there are too many books for in-house treatment, consider commercial salvage and freeze-drying options.**

No matter which method of drying is chosen, materials will still need follow-up treatment such as deodorizing and cleaning (if fire damaged), in-house repair, commercial rebinding, re-labeling, microfilming, photocopying, or commercial conservation for materials with artifact value.

13. **Rehabilitate disaster site.**
- Make structural repairs to the building and facilities; and thereby eliminate any further risks to the building, to library materials, or to people.
- To help eliminate mold, arrange to have the filters on the air circulation system changed.
- Establish stable temperature (68-70 degrees Fahrenheit) and relative humidity (45-55%).
- Increase air circulation with fans.
- Clean and dry all stacks areas thoroughly before any library materials are re-shelved. Use a 10% bleach solution to wipe down tops and bottoms of shelving units.
- After dried books are back on the shelves, monitor the temperature and relative humidity for one year.
Every cultural institution has collections of books and records, whether historic, reference, or administrative. Some of these materials may be affected by a disaster over the course of their useful lives. Leaking pipes or roofs, flooded basements, and open windows are the most common, and most easily contained, of the small water emergencies. Large events may include natural disaster such as hurricanes, flooding from heavy rains, water discharge at high pressure from fire hoses, and major construction accidents.

However small or large the event, the recovery of books and records after exposure to water can be successful and cost-effective if staff and management are prepared ahead of time and react in a timely fashion. If recovery actions and decisions are delayed more than a few hours, deterioration of materials accelerates, recovery becomes a major undertaking, funds for recovery must be diverted from other projects, service is interrupted, and public relations suffer.

The key to a successful salvage effort is disaster planning. Disaster planning consists of four elements: assessing and mitigating risks, writing a plan, the initial response, and recovery efforts. This leaflet will focus on response and recovery but will be a useful document in writing a disaster plan as well. For more information on disaster planning, see NEDCC preservation leaflets “Disaster Planning” and “Emergency Management Bibliography.”

**INITIAL RESPONSE**

The initial response to a disaster can be very stressful. If your institution is unprepared, even a small water emergency can be stressful and can spiral out of control to become a disaster. The period of initial response is a time for assessing the situation, collecting recovery materials, arranging for supplies and vendors, stabilizing the facilities, and for packing up collections. Having salvage priorities listed and mapped out ahead of time saves valuable time in the recovery stage and reduces stress from trying to decide on the spot what to save first. Advice from a preservation or conservation professional can be helpful in making decisions. If rare books or unique materials are involved, a conservator should always be consulted to best determine salvage needs.

Response to and recovery from a water disaster is most successful if collections and facilities are stabilized as soon as possible. Remove standing water, reduce and stabilize temperature and humidity, and isolate and protect dry collections. If environmental conditions are not addressed after a water problem, mold will begin to develop in as little as 72 hours, spreading rapidly thereafter. Once established, mold can be difficult to control and eradicate and may cause problems in a facility for months or even years after the recovery effort is concluded.

Before beginning any recovery efforts, the water source must be determined. Rarely is the water clean and free of debris. What has contaminated the water? Is the contamination due to pipe corrosion, mud and debris from a flood, salt water, or is sewage involved? If the water is
sewage-contaminated, call in a professional recovery service immediately; do not deal with the salvage in-house. If the water is only contaminated by rust, mud, or salt water, rinsing wet books and records before freezing helps by removing debris that could be difficult to clean off after drying. If both trained labor and time are available for this step, set up three or four bins of clean water. Holding books tightly closed, dip them gently in the water. Moving each book from bin to bin will expose them to successively cleaner water and remove much of the debris. Over time, make the last two bins the first two, replace the dirty water in the first two bins, and make these the bins for final rinses. If records are mud-covered, rinse by supporting the records on a piece of plexiglass or other rigid, inert support and rinse with a gentle stream of water from a hose or pitcher. Do not rinse items if the inks are soluble; freeze immediately, mud and all.

**RECOVERY**

Several drying techniques can be used for books and records that have been water damaged. For most recovery efforts, no single approach will be sufficient to cover all of the materials damaged. The selection of techniques depends upon the degree of wetness, the physical characteristics of the materials affected, expected use and retention, and available funds for recovery. Select the technique that will minimize physical damage (cockling of paper, warping of covers, and distortion of the binding) and bleeding of soluble inks and colorants. For example, in the case of a burst pipe, wet materials may be frozen and sent to a professional recovery company for vacuum freeze-drying, slightly wet materials may be air dried, the affected area is isolated, and the building, furnishings, and damp materials are dried by commercial dehumidification. At the same time that the environment is being stabilized, wet books and records should be sorted and then treated according to degree of wetness. Degrees of wetness can be considered with these main categories in mind:

**Dry** materials are often overlooked in a disaster. They must be removed from the affected area if environmental conditions are not addressed immediately. Otherwise, they too will quickly become susceptible to mold growth.

**Damp** materials are cool to the touch. Exposed to high humidity, they can sometimes be identified after the event by mold formation.

**Slightly wet** materials exhibit staining to the text block, binding, folder, or pages no more than one-half inch in from the edges. These areas will have been in immediate contact with water.

**Wet** materials exhibit staining more than one-half inch in from the edges, up to saturation.

It is important to understand that no drying method restores collections to their pre-damage condition. However, if stabilization and recovery occur quickly, the materials can often be dried and returned to the shelves with little discernible damage.

**AIR DRYING**

Air drying is the most common in-house method of dealing with water-damaged books and records. It is best suited for small numbers (less than 200) of damp or slightly wet books and documents. Because it requires no special equipment, it is often believed to be an inexpensive method of drying. However, air drying is labor intensive, occupies a great deal of space, diverts many hours of staff time to regularly monitor the process, and often results in a distorted finished product. Due to the time required for air drying and the potential for mold growth, it is
not an option for a large-scale disaster. It is also not an option for books with coated paper. The rehabilitation costs after air drying tend to be greater than other methods because most bound materials require some form of treatment, from pressing to full rebinding; documents often need flattening and rehousing.

An additional consequence of air drying is the extra amount of shelf space required for collections when they are returned to the stacks. Depending upon how successfully wet materials are stabilized and dried, the amount of additional shelf space required after drying can be 20% or more.

**DEHUMIDIFICATION**

Drying by dehumidification with large, commercial desiccant systems allows for drying while collections, equipment, and furnishings are left in place. Temperature and humidity are carefully controlled to specifications. This drying method has the advantage of leaving damp collections in place on the shelves and in storage containers, eliminating the costly step of removal to a freezer or vacuum chamber. It is not recommended for coated papers or water-sensitive inks and pigments. The number of items that can be treated with dehumidification is limited only by the equipment and expertise of the company called in to install it. Dehumidification is most often used in conjunction with other drying methods and for stabilizing the building and environment. Home dehumidifiers are not strong enough to reduce a building’s humidity and thus are not a viable option.

**FREEZER DRYING**

Books and records that are damp or slightly wet may be dried quite successfully in a frost-free or blast freezer, if left there long enough. The temperature in the freezer must be maintained at or below -10° F. Books and stacks of records will dry with less distortion if they are restrained between unprinted, clean corrugated board wrapped with a strong elastic band, which will help reduce cockling. Leather and parchment/vellum bindings can be dried in this manner as well. Documents may be placed in the freezer in stacks; shorter stacks allow for faster drying. Expect this method to take from several weeks to many months, depending upon the temperature of the freezer and the extent of water damage. If items are placed in the freezer soon after becoming wet, added shelf or storage space following drying will be less than for air-dried materials. Freeze drying will cause more harm than water for some commonly held non-book materials. Do not freeze the following:

- Audio, video, and computer tapes – Air dry if just the outermost foot or two of tape is damp, or keep them wet until they can be sent to a professional recovery company no later than two days after salvage.
- CDs and DVDs – Air dry in a single layer; rinse first if the water was dirty or salty.
- Ambrotypes, daguerreotypes, or tintypes – Air dry in a single layer and immediately consult a photograph conservator for advice and assistance.

**VACUUM FREEZE-DRYING**

This is best suited for large numbers of wet books and records as well as for materials with
water-sensitive inks and coated paper. Boxes of frozen books and records are placed in a vacuum chamber. A vacuum is pulled and a source of heat is introduced while the overall temperature remains below 32° F. The materials are dried by a process called sublimation; the water in the solid state (ice) is removed from the materials in a gaseous state without passing through the liquid state. Thus there is no additional wetting to cause distortion beyond that incurred before the materials were frozen. If materials have been stabilized quickly after becoming wet, very little extra shelf or storage space will be required when they are dry.

Although this method may initially appear to be more expensive because of the equipment required, the results are often so satisfactory that additional funds for rebinding are not necessary, and mud, dirt, and/or soot are lifted to the surface, making cleaning less time-consuming. If only a few books are dried, vacuum freeze-drying can be expensive. However, companies that offer this service are often willing to dry one client's small group of books with another client's larger group, reducing the per-book cost and making the process affordable. When dealing with commercial vendors for drying, communicate clearly from the beginning about costs, handling, and expectations.

VACUUM THERMAL-DRYING

It is possible to dry non-unique books and records that are slightly wet or wet in a vacuum thermal-drying chamber. A vacuum is drawn, the temperature is dropped below freezing, heat is introduced, the temperature rises above 32° F, and the materials are dried. This process removes the water from the materials in the solid state, through the liquid, to the gaseous state. Because this process occurs in cycles, it introduces considerable distortion, and items require flattening or rebinding. The freezing and heating cycle can result in a series of tides as well. IT IS NOT RECOMMENDED unless the materials have a short retention period.

HOW TO AIR DRY WET RECORDS

Air drying is most suitable for small numbers of records that are damp or slightly wet. If there are hundreds of single pages, or if the records are wet, professional dehumidification, freezing, or vacuum freeze-drying will be cost effective and result in a better end product. As explained above, stacks of documents on coated, or shiny, paper must be frozen immediately. If they cannot be frozen, separate the sheets immediately to prevent adhesion. Again, care must be taken with water-soluble inks as well. Records with running or blurred inks should be frozen immediately to prevent further loss. After the items are frozen, contact a conservator for advice and assistance.

If air drying is selected as the preferred salvage method, use the following steps. Note that wet paper is extremely fragile and easily torn or damaged, so handle these materials gently.

1. Identify a clean, dry, secure space where the temperature and humidity can be controlled. Reduce the relative humidity as low as you can to prevent mold and improve drying capabilities.
2. Keep air moving at all times using fans in an area set aside for drying. This will accelerate the drying process and discourage mold growth. Aim fans to direct the airflow parallel to the drying records. DO NOT point the fans directly at the records!
3. Single leaves can be laid out on tables, floors, and other flat surfaces protected by paper
towels or clean, unprinted newsprint.

4. If records are printed on coated paper and there is no means to freeze them, they must be separated from one another to prevent them from sticking. This is a tedious process that requires skill and patience. Place a piece of polyester film on the stack of records. Rub it down gently on the top sheet, then slowly lift the film while peeling off the top sheet at a low angle. Hang the polyester film up to dry on a clothesline. As the document dries, it will separate from the surface of the film, so it must be monitored carefully. Before it falls, remove it and allow it to finish drying on a flat surface as described in step 3.

5. Once dry, records may be rehoused in clean folders and boxes, or they may be photocopied or reformatted in other ways. Dried records will always occupy more space than ones that have never been water damaged.

**HOW TO AIR DRY WET BOOKS**

Air drying is most appropriate for books that are only damp or slightly wet. Books that are wet — and especially books that are saturated — should be frozen and vacuum freeze-dried to minimize cockling of the pages and distortion of the text block and binding.

Remember that books containing coated paper should be frozen while still wet and then vacuum freeze-dried, and also books with running or blurred inks or colorant must be frozen immediately to preserve the contents.

1. Identify a clean, dry, secure space where the temperature and humidity can be controlled. Reduce the relative humidity as low as you can to prevent mold and improve drying capabilities.

2. Keep air moving at all times using fans in the drying area. This will accelerate the drying process and discourage mold growth. Aim fans to direct the airflow parallel to the drying volumes. DO NOT point the fans directly at the books!

3. If the book is damp or the edges of the book are only slightly wet, the book may be stood on end and fanned open slightly in a space with good air circulation, but again, do not aim fans directly at the books. To minimize distortion of the edges of the text block, place volumes in a press or press under a board with a weight just before drying is complete. Paper- or cloth-covered bricks work well for weights.

4. If the book is slightly wet, interleave approximately every 16 pages, starting from the back of the book, turning pages carefully. For interleaving, use paper towels or clean, unprinted newsprint. Do not interleave too much or the spine will become concave and the volume distorted. A good rule of thumb is to insert no more than one-third of the number of text pages. Complete the interleaving by placing clean blotter paper inside the front and back covers. Close the book gently and place it flat on several sheets of absorbent paper. Change the interleaving and absorbent paper frequently. Turn the book from front to back each time it is interleaved. When the book is damp, proceed as in step 3.

5. Dampness will persist for some time inside the book in the gutter, along the spine, and in the boards. Due to their thickness, the boards retain moisture much longer; mold is often found between the boards and flyleaves if the book is not allowed to dry completely. Check for mold growth frequently while books are drying.

6. When books are dry but still cool to the touch, they should be closed, laid flat on a table or
other horizontal surface, gently formed into their original shape, and placed in a press or held in place with a board and weight. Press overnight and set up to dry during the day and repeat until books are dry. In no case should books be returned to the shelves until thoroughly dry; otherwise mold may develop, particularly along the gutter margin.

7. If you can establish an air-conditioned room capable of maintaining a constant relative humidity of 25% – 35% and temperature between 50° and 65°F, books with only wet edges can be dried successfully in approximately two weeks without interleaving. As stated earlier, exceptions are books printed on coated paper and those with water-sensitive media.
Because of the number of photographic processes and their wide variety, responsible advice for the emergency salvage of all kinds of wet photographs is difficult to provide. Some processes can withstand immersion in water for a day or more, whereas others would be permanently disfigured or even destroyed by a couple of minutes of exposure. In general, wet photographs should be air dried or frozen as quickly as possible. Once they are stabilized by either of these methods, there is time to decide what course of action to take.

Ideally, salvage should occur under the supervision of a conservator who can minimize damage to a collection if he or she can direct the salvage and treat the collection immediately after the damage has occurred. Time is of the essence: the longer the period of time between the emergency and salvage, the greater the amount of permanent damage that will occur.

**MINIMIZE IMMERSION TIME**

Photographs in water will quickly deteriorate: images can separate from mounts, emulsions can dissolve or stick together, and staining can occur. Mold can grow within 48 hours at 60% relative humidity and 70°F, and it often causes permanent staining and other damage to photographs. For these reasons photographs need to be dried as quickly as possible. If photographs cannot be dried they should be frozen.

**SALVAGE PRIORITIES FOR WET PHOTOGRAPHS**

- In general, films (plastic-based materials) appear to be more stable than prints (paper-based materials); therefore, prints should be salvaged first. Important exceptions include deteriorated nitrate and safety films, which are extremely susceptible to water damage.

- Photographs made by the following processes should be salvaged first: ambrotypes, tintypes, collodion wet plate negatives, gelatin dry plate negatives, lantern slides, deteriorated nitrate or safety film, autochromes, carbon prints, woodburytypes, deteriorated or unhardened gelatin prints, and color materials. Photographs made by many of these processes will not survive immersion.

- Photographs that are more stable in water include: daguerreotypes, salted paper prints, albumen prints, collodion prints, platinum prints, and cyanotypes.
AIR DRYING PHOTOGRAPHS

- If personnel, space, and time are available, photographs can be air dried.
- Separate photographs from their enclosures, frames, and from each other. If they are stuck together or adhered to glass, set them aside for freezing and consultation with a conservator.
- Allow excess water to drain off the photographs.
- Spread the photographs out to dry, face up, laying them flat on an absorbent material such as blotters, unprinted newsprint, paper towels, or a clean cloth.
- Keep the air around the drying materials moving at all times. Fans will speed up the drying process and minimize the risk of mold growth.
- Negatives should be dried vertically. They can be hung on a line with plastic clips placed at the edges.
- Photographs may curl during drying. They can be flattened later.

FREEZING PHOTOGRAPHS

- If immediate air drying of photographs is not possible or if photographs are stuck together, freeze them.
- Wrap or interleave photographs with waxed paper before freezing.
- Interleave or wrap individual photographs or groups of photographs before freezing with a non-woven polyester material or waxed paper. This will make them easier to separate when they are eventually treated.

DRYING FROZEN PHOTOGRAPHS

- Interleave or wrap individual photographs or groups of photographs before freezing with a non-woven polyester material or waxed paper. This will make them easier to separate when they are eventually treated.
- Frozen photographs are best dried by thawing, followed by air drying. As a stack of photographs thaws, individual photographs can be carefully peeled from the group and placed face up on a clean, absorbent surface to air dry.
- Vacuum thermal drying, where the frozen material is thawed and dried in a vacuum, is not recommended for photographs. Gelatin photographs undergoing this procedure have a tendency to mottle severely and stick together.
- Photographs can be vacuum freeze dried; in this process no thawing occurs. Gelatin photographs may mottle during the procedure, but they will not stick together.
- Wet collodion glass plates must never be freeze dried; they will not survive. This is also true for all similar collodion processes such as ambrotypes, collodion lantern slides, and tintypes.
**SALVAGING SLIDES**

- Slides can be rinsed and dipped in a water/Photo-flo mixture, slide cleaner, or a similar commercial product and air dried; preferably they should be hung on a line or propped on edge.
- Ideally, slides should be removed from their frames for drying and then remounted.
- Slides mounted between glass must be removed from the glass or they will not dry.

**CALL A QUALIFIED CONSERVATOR**

Dried or frozen photographs are reasonably stable. Store them until you can talk to a conservator who has experience with photographs and can advise you of treatment needs. The Northeast Document Conservation Center provides 24/7 phone disaster assistance for institutions or individuals with damaged photographic materials; call (978) 470-1010. The American Institute for Conservation of Historic & Artistic Works (AIC) provides an online Guide to Conservation Services (http://aic.stanford.edu/public/select.html) that can help you locate an established conservator in your area.
When dealing with a major disaster, many different responsibilities need attention in an efficient manner. Therefore, the best way to handle the responsibilities is to assign them to individuals before a disaster strikes. This way, everyone will know what he or she is supposed to do, thus saving time, money and ultimate damage to the collection.

**NOTIFICATIONS**

1. **Make phone calls using The Emergency Calling/Don’t Report to Work Tree in the Appendix of this document or see page 2 of this document to contact library leadership team members.** It is crucial to notify members of the Libraries’ Facilities Management staff in the event of any building related incident. The Facilities Manager shall determine whether or not to notify the Library Director, and will then do so if necessary. The Library Director shall call the Assistant Directors or other ELC members as appropriate. ELC members will contact one another, and will inform their staff as appropriate.

2. **Personnel Manager**
   - Make arrangements to temporarily discontinue or reroute mail delivery services if necessary.

3. **Serials Team Leader**
   - Contact Heckman Bindery (1-800-334-3628) to arrange for storage of materials already at the bindery if necessary.

4. **Library Director**
   - Contact other local libraries such as MU, MPL to ask for cooperation and arrange access to collections for UWM students.

5. **Assistant Director for Access Services**
   - Post appropriate signs notifying users of reduced hours.

6. **Assistant Director for Access Services**
   - Keep public services staff and library users apprised of the situation including information on other resource libraries as necessary.

7. **Serials Team Leader**
   - Contact other Wisconsin Librarians and Archivists who are willing to volunteer their services in the event of an emergency.

**LIBRARY SECURITY AND FACILITIES MANAGEMENT**

1. **Fire Department, University Police, & UWM Facilities Services**
   - Work to eliminate further hazards to workers or library collections after a disaster occur.
   - Work to quickly stabilize environment.
2. **Facilities Manager**
   Supply emergency equipment and supplies (stored in the library or borrowed from UWM Facilities Services) to site of disaster. Work with others to determine what other supplies are necessary.

3. **Serials Team Leader**
   Communicate with the library disaster team to carry out the Disaster Response Plan in accordance with the listed priorities.

4. **Assistant Chancellor, Administrative Affairs**
   Secure the collections and equipment in the event that the building is no longer secure. Temporary guards may need to be hired.

5. **University Police**
   Establish security measures to control access to the disaster area for as long as is necessary.

6. **Fire Department, University Police, Facilities Services**
   Determine if and when the building is safe to re-enter.

7. **Library Director**
   Work with UWM Administration to determine a site for recovery efforts; i.e. space outside of the library building where we could air dry wet books (ballroom, gym, etc.).

8. **Facilities Manager, Facilities Services**
   Make sure that the building environment is appropriately dry and sanitized before any materials are reintroduced into the area.

9. **Assistant Director for Access Services**
   Coordinate the re-shelving of materials after clean up and salvage activities.

10. **Facilities Manager and Facilities Services**
    Arrange for and oversee any repairs or construction to the library building or the facilities.
SALVAGE
STAFF RESPONSIBILITIES AND ASSIGNMENTS
**continued**

EQUIPMENT, SUPPLIES, MONEY AND INSURANCE

1. Personnel Manager  
   Contact UWM Risk Management and handle any insurance related questions.

2. Personnel Manager  
   Ensure that necessary funding for emergency supplies, equipment and recovery services is arranged in a timely fashion.

3. Personnel Manager, Serials Team Leader  
   Make arrangements with Disaster Recovery Services (freeze drying companies, cold storage, trucking, etc.)

4. Facilities Manager  
   Work with others to determine needed supplies and equipment.

5. Personnel Manager  
   Order needed supplies.

6. Assistant Director of Access Services  
   Collect and send book trucks to the site of the disaster.

7. Personnel Manager  
   Keep records of expenses incurred due to the disaster and recovery operations.

8. Assistant Director for CRM  
   Provide bibliographic, photographic and other

STAFFING/PERSONNEL

1. Personnel Manager  
   Coordinate scheduling and assignment of library personnel and volunteers to work areas at the disaster scene.

2. Facilities Manager  
   Arrange for food to be supplied to workers.

3. Personnel Manager  
   Make sure that workers and volunteers take regular breaks.

4. Assistant Director for Access Services  
   Ensure that individuals do not interfere with the recovery operation.

5. Personnel Manager  
   Hire temporary workers as necessary or move heavy boxes and equipment or extra Library Security.
6. **Personnel Manager**
   
   Arrange for medical attention to be supplied to staff members as necessary.

**ADMINISTRATION**

1. **Library Director**
   
   Public relations contact in charge of handling the local press.

2. **Library Director**
   
   Make decision to close the library or to evacuate any parts of the building.

3. **Library Director**
   
   Assume responsibilities for decisions made in responding to and recovering from the disaster situation.

4. **Personnel Manager**
   
   Handle the details involved in personal injury associated with the disaster or recovery.

**SALVAGE**

1. **Serials Team Leader**
   
   Contact local disaster recovery specialists for advice as necessary.

2. **Serials Team Leader**
   
   Make sure that the Disaster Salvage Priorities are adhered to during salvage operations.

3. **Serials Team Leader**
   
   Decide what materials should be discarded or cannot be salvaged.

4. **Serials Team Leader**
   
   Train and supervise workers on steps to be carried out and supervise them to prevent further damage to weakened and wet materials.

5. **Serials Team Leader**
   
   Monitor affected materials to ensure that they are not damaged further.

6. **Serials Team Leader**
   
   Monitor the progress of the salvage efforts to ensure smooth operations.

7. **Serials Team Leader**
   
   When salvage operations are complete and the materials are back on the shelves, monitor the area regularly to make sure that no mold appears.
RECORD KEEPING

1. **Editor**
   Videotape and photograph the disaster scene before any corrective action is taken. Photograph the recovery activities.

2. **Assistant Director for Systems**
   Reinstate Voyager and LAN access as soon as possible, using back-up copies if necessary.

3. **Assistant Director for CRM**
   Oversee the documentation of the damage done to the collection including charting out the affected area on maps (provided) and call numbers, accession numbers, format type (microfilm, book, photographs...).

4. **Assistant Director for CRM**
   Oversee the packing of books into milk crates. Establish teams to record call numbers (if possible) and label crates as materials are packed or moved from the disaster area. The numbering, labeling and recording of crates should be done in such a manner as to facilitate eventual re-shelving. Keep records on any multiple part items that are treated separately (such as books that have maps that are removed for air drying).

5. **Resource Discovery Team Leader**
   Keep records of items that are discarded, sent for air drying and sent off campus for cold storage, freeze drying, or other treatment.

6. **Resource Discovery Team Leader**
   As soon as possible, update catalog to accurately reflect disposition of materials.

7. **Library Facilities Oversight Committee**
   Submit a written report to the Library Director; evaluating the efficiency of the Disaster Response Plan and suggest revisions and improvements.
SERIOUS INJURY, SEVERE MEDICAL PROBLEMS, DEATH

Immediate Response:

If you witness or discover a situation involving serious injury, severe medical problems, or death call University Police at extension 9-911 from a campus phone or 414-229-9911 from a cell phone. You may also push a panic button if there is one in your area.

1. Describe the details of the situation to the dispatcher including the exact location of the occurrence.

2. Notify the Circulation Desk supervisor by calling extension 4132, that you have called the University Police for help. The supervisor will be able to direct the medical personnel when they arrive. Stay calm. Remember that help is on the way.

3. University Police are in charge at the scene until all appropriate actions have been taken.

4. If possible, get essential information from a conscious victim as soon as possible. Since a victim may slip into an unconscious state before emergency medical technicians (EMTs) arrive, crucial information will aid the medical personnel. Ask the victim the following questions. The responses to these questions will help keep the victim alert and conscious:

   - What is your name?
   - Who is your next of kin? What is their phone number? Who should I contact?
   - What are your age and date of birth?
   - Are you allergic to anything?
   - Are you on any medications (street drugs, alcohol, etc.)?
   - What is your medical history (heart trouble, diabetes, etc.)?
   - When did you have your last meal?
   - What was the event leading up to this medical problem you are experiencing? (Walking up the stairs, shortness of breath?)

General Information:

As a precautionary measure, staff members with serious medical problems should notify their supervisors and co-workers of the medical problems as well as any standard emergency treatment related to that problem.

Wisconsin’s Good Samaritan Law - 895.48 Civil liability exemption; emergency medical care.

Any person who renders emergency care at the scene of any emergency or accident in good faith shall be immune from civil liability for his or her acts or omissions in rendering such emergency care. This immunity does not extend when employees trained in health care or health care professionals render emergency care for compensation and within the scope of their usual and customary employment or practice at a hospital or other institution equipped with hospital facilities, at the scene of any emergency or accident, en route to a hospital or other institution equipped with hospital facilities or at a physician's office.
SEXUAL ASSAULT

If a rape or sexual assault victim comes to you for assistance:

1. Find a quiet place for the victim to sit, preferably in a closed office.

2. Call the University Police at 9-911 from a campus phone or 414-229-9911 from a cell phone and describe the details of the situation to the dispatcher, including where the University Police can meet you, and whether the victim requires medical assistance. Inform the Circulation Desk supervisor at 4132 to direct the police officer(s) to you upon arrival.

3. Stay with the victim until the police arrive.

4. Ask the victim if there is anyone you can call or assist them in making the phone call if necessary.

5. Be aware of the possibility of shock; keep the victim warm and quiet.

6. Do not try to question the victim about the incident, but listen if the victim needs to talk. Try to obtain the victim’s name.

7. When the police arrive, give your name and make yourself available for a statement if necessary.

If you, as a staff member are a victim of a rape or sexual assault:

Call the University Police at extension 9-911 from a campus phone or 414-229-9911 from a cell phone, and describe the details of the situation to the dispatcher, including information on where the University Police can meet you. Also, inform your supervisor as soon as possible.
SHELTERING IN PLACE

There are chemical accidents, attacks, and other possible events that may make going outdoors dangerous. Leaving the building may take too long or put you in harm’s way. When such occurrence arises, it may be safer for you to stay indoors than to go outside.

“Shelter in Place” means to make a shelter out of the place you already are. It is a way for you to make a place as safe as possible to protect yourself until help arrives. You should not try to shelter in a vehicle unless you have no other choice. Vehicles are not airtight enough to give you adequate protection from chemicals.

Step 1: Notification from Police

1. In the event of a chemical or biological release that would require protective actions be taken by campus residents, the University Police are notified by the city/county of the incident.
2. A variety of notification methods are used to inform all UWM employees of the protective action alert.
3. University buildings that are equipped with voice public address systems will use them to notify occupants of any imminent danger, and give direction on what to do.
4. DO NOT PANIC.

Step 2: Close Doors and Windows

1. Do not exit the building.
2. If possible move to an interior, windowless room on an upper floor.
3. Close all doors to the outside and lock all windows.
4. Wet towels or other fabric items and jam them in the crack under the door. Use plastic (trash bags are good) to cover all windows and doors. Use tape to seal the edges of plastic.

Step 3: Seal off Ventilation Sources

1. Turn off fume hoods, range hoods, air handlers, and all air conditioners. Switch inlets to the "closed" position.
2. Seal off all vents, grills, or other openings to the outside to the extent possible.
3. Minimize the use of the elevators in the building. These tend to "pump" outdoor air in and out of a building as they travel up and down.
4. If you become bothered by the gaseous release hold a wet cloth or handkerchief over your nose and mouth.
5. If you experience breathing difficulties contact the University Police at extension 9-911 from a campus phone or 414-229-9911 from a cell phone to request immediate medical assistance.

Step 4: Remain Indoors

1. Monitor the local media for further information and guidance.
2. Do not evacuate the building unless told to do so by University Police or the Milwaukee Fire Department.
SUSPICIOUS PACKAGES

Bombs or hazardous toxins can be constructed to look like almost anything and can be placed or delivered in any number of ways. The probability of finding a bomb that looks like the stereotypical bomb is almost nonexistent. The only common denominator that exists among bombs is that they are designed or intended to explode.

Immediate Response:

- Evaluate all articles received. Take caution whenever receiving mail or packages of suspicious origin or questionable content.
- Ask yourself the following questions when screening articles received:
  - Is the article unexpected or does it appear unfamiliar?
  - Is the address vague or incomplete?
  - Is the return address missing?
  - Does it have unusual weight or texture?
  - Are there restrictive markings such as "for addressee only" or "personal"?
  - Is the article addressed to an individual who no longer works within your department?
- Do not attempt to touch, open or move any suspicious letter, article or package.
- If you receive an article, package or letter which you are concerned about, immediately put the article down.
- Do not panic. Biological agents are not easily aerosolized. The mere act of opening an envelope or package containing a suspected agent would generally not provide the energy required to project the agent into your airway or breathing zone.
- If possible, request the assistance of a co-worker or other person in your area to immediately contact the University Police at extension 9-911 from any campus phone or 414-229-9911 from a cell phone to inform them of the potential for a biological release on campus.
- If you are alone, phone the police yourself, attempting to limit the number of things you come in contact with. If you have been contaminated, limiting what you touch will limit the spread of the contamination.
- Wait for the police to arrive. Do not leave the area. Do not allow others who may have been in the area when the article was received or opened to leave until the police arrive and assess the situation.
- University Police will isolate the package and initiate all follow-up activities.
- The Milwaukee Fire Department Hazardous Materials Unit will be called to respond to the incident. Individuals from the Milwaukee Health Department will also be called to campus to assist.
- A controlled evacuation of the building in which the suspected agent was found will probably occur. Evacuated individuals will be instructed to report to a "congregate care" center to provide information to authorities. Follow-up actions will be based on each individual's potential for exposure to the suspected agent.

Additional Resources

U.S. Postal Services: Tips on How to Handle Suspicious Mail
THEFT

If the victim of a theft comes to you for assistance, send or accompany the victim to the Circulation Desk. Check the Lost and Found to make sure that the item has not been turned in.

1. If the missing item is not in the Lost and Found, Circulation Desk staff will assist the victim of theft by calling University Police at extension 4627.

2. It is important that the victim him/herself speaks to the University Police whenever possible. The police will need the following information only the victim is able to provide: i.e., place of the theft (UWM Libraries, floor, and room number), time of theft, and details of the item(s) stolen.

   Ask the person to wait nearby so that he or she can be available to talk to the police officer. Stress that an official report is needed in order to recover stolen items. This may assist you in persuading the victim to remain until an officer arrives. Also stress to the victim that the only person who can make the theft report is the victim. **Without a victim, there is no crime or incident.**

3. If warranted, Library Security will search the trashcans near the location where the theft occurred and all restrooms in the building. Sometimes thieves dispose of stolen wallets, etc. after they have taken the cash. Even if the item is found, request that the victim stay to file a police report. If Library Security is not available, a Circulation Desk staff member will do the searching.

4. If the user had books stolen, suggest that he or she notify the University Bookstore as soon as possible. The Bookstore may be able to apprehend a thief who tries to sell the stolen books to them.

5. The staff member most closely involved with the theft will file an incident report for the Libraries’ Facilities Manager.

   **Library staff members who are victims of a theft will also follow the above procedures.**

If you observe a theft taking place:

1. Call University Police at extension 4627 immediately to report the crime. Try to give the officer a good description of the thief.

2. Notify the Circulation Desk at extension 4132, and describe the action you have taken. A Circulation Desk staff member will contact Library Security and inform them of the steps taken.

3. If possible, try to watch the thief until assistance arrives. Do not try to physically detain the thief or to follow the thief out of the building. Beware of the possible danger or harm if the thief realizes he or she is being watched.

4. File an incident report with the University Police with a copy to the Libraries’ Facilities Manager.

**General Information:**

**DO NOT OPEN** any wallets, purses, or book bags that you may find in the trash or in restrooms. All such items must be handed over to the University Police. The University Police are responsible for opening these items in order to search for ownership identification.

Neither Library Security staff nor other library staff members will collect or pick up unattended personal belongings left in public areas. Rather they will deposit a “tent” sign, which says, “Please help us prevent theft. Keep your personal belongings with you at all times. UWM Library Security Staff.”
TORNADO/WIND

Immediate Response:

1. Ensure human safety. Follow these steps outlined below. See the UWM Libraries Safety and Emergency Guidelines for more on Tornado Safety.

When a Tornado Warning has been issued by the National Weather Service, the Libraries will use the public address systems to notify building occupants of any imminent danger, and give directions on what to do.

Library staff should direct users to safe areas. Staff not involved in directing traffic should also take safe cover.

2. If the building and library materials are damaged as a direct result of the weather, do not try to implement salvage and recovery procedures until it is determined that it is safe to enter that part of the building.

TORNADO SAFETY

Step 1: Tornado Watch or Severe Weather Alert

The National Weather Service will notify the University Police and other law enforcement agencies if a TORNADO WATCH is in effect. A tornado watch means that weather conditions are favorable for the formation of a tornado, but that no tornado has actually been sighted and no sirens will be sounded.

Monitor the local media for weather updates and be alert to changing weather conditions. Be prepared to take action if the weather situation is upgraded to a TORNADO WARNING.

Step 2: Warning Issued

- In the event of a TORNADO WARNING, the National Weather Service will alert local agencies that a tornado has been sighted. Information will be transmitted over local radio and TV stations. A variety of notification methods will be used to direct all people on campus to seek shelter.

- The Libraries will use the public address systems to notify occupants of any imminent danger, and give directions on what to do. The safety of staff and users is of primary concern.

- Staff members on all floors should direct users to move away from windows and be prepared to take emergency action.

- Library users entering the building should be informed of the tornado warning and directed to the appropriate areas.
In addition, Milwaukee County Emergency Government will sound their warning sirens. The “Tornado Warning” signal is a steady blast three minutes or longer in duration. There is no “All Clear” siren.

Exterior doors should not be opened and all occupants should immediately proceed to shelter areas.

**Step 3: Seek Shelter**

- Seek shelter immediately during a tornado warning. Move to the lowest level of the building away from windows or glass, only if it is safe to do so. Or move to an interior hallway, stairwell or other room without windows.

- Avoid areas with a large expanse of glass or windows.

- If disabled personnel cannot safely move to the lowest level of the building, assist to an interior hallway away from windows and areas with large expanse of glass.

- Do not attempt to flee the tornado by foot or automobile. Twisters can move much faster than you can. Do not seek shelter in or under your car.

- Do not use elevators.

**Step 4: Monitor Situation**

- Monitor the local media for further information and guidance.

- Remain in the shelter area until the “all clear” is given by University Police or other emergency personnel.

- Do not evacuate the building unless instructed to do so by University Police or other emergency personnel. If instructed to evacuate the building, exit quickly and calmly by way of the nearest exit to a safe distance from the building. Keep clear of emergency vehicles. Leave sidewalks and roadways free for emergency responders. Stay with the group from your area or with your class.

- Call the University Police at extension 9-911 from any campus phone or 414-229-9911 from a cell phone or send a runner to the University Police Station (Sandburg W140) to notify them of any needed assistance and emergencies that may exist.

**Step 5: Tornado Warning Lifted**

- News that the tornado warning has been lifted can come from the National Weather Service, local radio or TV stations, or the University Police.
TORNADO SAFETY
**continued**

- The Circulation Desk supervisor or the Libraries’ Facilities Manager will announce over the public address system that the warning has been lifted (notification has been received from one of the above sources) and will state that normal library operations may resume.

**General Information:**

A tornado is usually preceded by a noticeable change in air pressure. The sky becomes very dark and the clouds may have a greenish-yellow tinge. A tornado is usually observed as a funnel-shaped cloud, spinning rapidly and extending earthward from the base of a thundercloud. It sounds like a train passing nearby, or the roar of many airplanes.
WEATHER
SNOWSTORMS

Class Cancellation - Inclement Weather

Campus Administration monitors severe weather conditions. The decision to cancel classes is made by the Chancellor in consultation with his/her senior staff.

For the latest information of class cancellations, call 414-229-4444 or view the UWM Home Page www4.uwm.edu for notice of class cancellations.

Information on class cancellations will also be broadcast on local media outlets.

- Morning classes should be cancelled by 6:00 a.m. but no later than 6:45 a.m.
- Afternoon classes should be cancelled before 10:30 a.m.
- Evening classes should be cancelled before 3:00 p.m.

1. The University rarely closes because of snow. If while at work, the weather becomes severe enough to make you think you should leave your place of work to get a head start on the commute home, you may do so. However, you must notify your supervisor before you leave. Time lost can generally be taken as vacation, comp time, leave without pay, or can be made up in the same pay period. Consult the WSEU Contract Agreement or the DER Rules and Regulations for specific details on makeup time.

2. If weather is severe, the University may elect to cancel classes; however that usually means that the people working for the University must either report to work or must finish out the day, unless there are plans to take the time as vacation, comp time, or leave without pay. This must be communicated with one’s supervisor.

3. Only the Governor may elect to entirely close the University, and send people home from work. If there is the likelihood that the University will close, the Library Administrative Office will call the Vice Chancellor’s Office to request information on how to proceed.

4. The library often remains open even when the University has canceled classes for snow conditions. Of course this is only possible if there are enough personnel to keep the doors open. In these circumstances, the Circulation Desk supervisor or Libraries’ Facilities Manager will make the following announcement on the public address system:

The University has canceled classes due to weather conditions. The library will remain open during its regularly scheduled hours.

Or

The University has canceled classes due to weather conditions. The library will also close at ______.
WORKPLACE VIOLENCE

Workplace violence has emerged as an important safety and health issue in today's workplace. Its most extreme form, homicide, is the third-leading cause of fatal occupational injury in the United States.

UWM is committed to providing a safe and healthy place for our faculty, staff and students to work and learn. A person who believes that he or she has been the target of workplace violence should immediately report it to the University Police and/or to his or her supervisor, manager or an appropriate administrator.

The non-emergency number for the University Police is 4627. If you believe you are in imminent danger, contact the University Police by calling 9-911 from a campus phone, 414-229-9911 from a cell phone, or press a panic button.