SERVICE CONTINUITY AND DISASTER RECOVERY PLAN

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Grunigen Medical Library (GML)

Service Continuity and Disaster Recovery Plan

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Introduction

The Grunigen Medical Library has significant public services that would be compromised during catastrophic failures due to a weather event, a public health threat, or a power outage. The purpose of the GML Service Continuity and Disaster Recovery Plan is to insure that critical health sciences library services are always available and are protected, to the extent possible, during catastrophic events.

The primary resource for development of GML's Service Continuity plan is the information, suggestions, and sample plans that are available in the National Emergency Preparedness & Response Toolkit at URL http://nnlm.gov/ep/, which is hosted by the National Network of Medical Libraries (NN/LM). Potential emergency events covered in the plan are based on an assessment of risk to GML that builds on both events that have happened at GML in the past, and other events for which we believe GML could be at risk in our locality according to federal (http://www.fema.gov/news/disasters.fema) and state (http://www.oes.ca.gov/) emergency response web sites. From our assessment, we created a list of potential emergencies or disasters for which GML should be prepared. They are listed alphabetically by event title under Emergency Procedures (see Table of Contents). All GML "first-responder" library staff members will be trained to respond according to these procedures.

This plan describes the critical functions, personnel needs, and response/recovery actions at GML in the event of reduction or cessation of service due to a disaster. It supplements the UCI Libraries Emergency Response Manual and Disaster Response and Recovery Manual for Library Materials. GML participates fully in emergency preparedness and response activities provided by the UC Irvine Libraries and the UC Irvine Medical Center. Additionally, as a NN/LM resource library, GML will observe, to the extent possible, communication and emergency response protocols of the NN/LM (i.e., DOCLINE re-routing, activation of service continuity, backup support to partner libraries, service restoration, etc.) as described in the *NN/LM Emergency Preparedness & Response Plan for Network Members (http://nnlm.gov/webreports/ep/uploads/2008/10/nnlm-national-emergency-preparedness-plan-final-smaller-font.pdf).*

The GML Service Continuity and Disaster Recovery Plan is reviewed and updated annually, or whenever it is necessary to revise or add information.

Emergency Response Priorities

The following priorities determine the contents of the GML disaster plan. The plan strives to address prevention, preparedness, and recovery for:

First: *safety of staff and patrons*
Second: *continuing service to our patrons*
Third: *salvage and recovery of our collection and the facility*

Core Services

To provide information services to support direct patient services during a catastrophic event at UCIMC and UCI's affiliated patient care clinics, GML would attempt to continue core, essential services for the following:

1. Maintaining Servers/IT Infrastructure
2. Maintaining access to core electronic resources
3. Building access and security
4. Interlibrary loan service (http://grunigen.lib.uci.edu/order-documents.html)
5. Reference service, including in-person and/or virtual references services

These core services would be provided in a tiered fashion: priority will be given to health care professionals at UC Irvine. Services provided for direct patient care to the National Network of Libraries of Medicine (NN/LM) through the PSRML network will have a secondary priority level. Services beyond these two groups will be provided only if time and staffing allow.

Reduced Level of Staffing

To function effectively in a situation where staffing levels may be dramatically reduced, GML would attempt to continue minimal operations during a catastrophic event to provide services to support direct patient care. The following is a description of the minimal level of staffing needed to maintain core, essential services. This level of staffing would support services whether GML is open or closed and providing services from an off-site location (i.e., temporary location away from the building or someone's home). The model assumes no student staffing will be available at GML. The model also assumes that the campus and/or campus libraries will be disrupted or closed, and that designated campus staff may be temporarily assigned to GML if needed. See Emergency Contacts (GML, UCIMC, & NN/LM Network), Appendix A, p. 22; and Emergency Contacts (Campus Libraries & UCI), Appendix B, p. 23.

- Maintaining Servers/IT Infrastructure
    - one employee – GML IT
    - *one employee – Library IT**
- Maintaining access to digital and web resources
    - *one employee – Library Web Services**
- Building access and security
    - one employee – GML librarian or LA IV level or higher
- Interlibrary loan service
    - one employee – GML ILL
    - *one employee – in-person or off-site backup provided by designated LL/SL ILL staff if needed**
- Reference service, including in-person and/or virtual references services
    - one employee – GML reference librarian(s)
    - *one employee – in-person or off-site backup provided by designated SL reference librarian if needed**

* Campus library staff

Core Electronic Resources

GML would attempt to continue/provide access to the following core electronic resources (resources that would be most needed immediately following a disaster). This core list was based on an informal survey of users that was conducted in December 2008.

- UpToDate
- PubMed
- eMedicine
- Micromedex
- Google
- MD Consult
- AccessMedicine
- ANTPAC

Core Print Collection

Prioritized list of print materials that are likely to be needed by users if core electronic materials were not available:

1. Indexes and reference materials
2. Core list of monographs and serials (see Appendix C, p.24)
3. Monographs
4. Journals

Unique Resources

- Shibata art collection
  - Contact Campus Asset Management (949-824-6637) in event that paintings are damaged in a disaster.
- Older MEDLINE print indices
- Forest Grunigen photos and documents (in foyer of library)
- Copies of Cortex (SoM yearbooks) (in journal stacks, R 747 C32)
- Copies of PLEXUS: Journal of Arts and Humanities (in journal stacks, AS 1 P727)

Refer to salvage procedures (section 6.1) in UCI Libraries Emergency Response Manual and Disaster Response and Recovery Manual for Library Materials

<div align="center">**Preparedness**</div>

Training

Prior cross training of public services and reference staff will be important to the successful operation of the library with reduced staff. Public services staff at GML has already been cross trained, i.e., circulation and reference staff cover both the circulation and reference desks, three GML staff have had extensive ILL training, etc. Several reference librarians from Science Library have already been rotating over to GML on a weekly basis. The GML Operations Manager will provide emergency preparedness and response training to GML staff and designated campus backup staff, including Science Library librarians, either individually as new staff are hired, or to the group periodically and as needed.

Facilities and Supplies

A master set of door keys for GML should be available at the Langson Library (LL 224) for emergency access.

Supplies to facilitate health, e.g. masks, hand sanitizer, CaviWipes, etc. are available to all library employees.

Emergency supplies are located in first supply cabinet (bottom shelf) in the corridor adjacent to the Loan Desk. See the EMERGENCY SUPPLIES LIST (Appendix D, p. 27).

IT and Power Backup

Service continuity and disaster recovery of Library IT systems following a disaster is of utmost importance to the mission, values, and functions of GML as they will directly support patient care during a catastrophic event. The primary concern is for the availability of the UCI Libraries' web services as an online index to available services and facilities and to secure VPN (remote) access to the Library's critical resources. Web services must remain available to provide access to the Library's electronic journals and evidence based medicine titles that are critical for delivery of patient care, especially during times when faculty/students/nurses may be providing services that are outside their area of specialty.

Essential Library IT computing and networking systems are currently located in secure, professionally managed data centers. The Libraries' Data Center is located on the 1st Floor of Science Library and the NACS' Academic Data Center is located on the 1st Floor Engineering Gateway Building. These data centers contain fire protection, physical security, appropriate power protection (UPS battery protection and emergency backup power for at least 8 hours [more with tank refills], controlled temperature, secure network connectivity, and 24x7 staff availability for monitoring and emergencies. Additionally, if these data centers are off-limits during a crisis, IT administrators are able to manage systems remotely.

In order to provide the most resilient delivery of services to users, certain mission critical systems and systems allowing for server redundancy are stored at NACS. NACS currently houses the Libraries' web server and ANTPAC servers. In addition, it provides "co-located" services for the backup domain controllers and route domain controller for the public PC and staff Windows systems. The Libraries' data center houses the primary domain controllers for the public and staff Windows systems, Windows server for labs/classrooms, Mac server for labs/classrooms, database servers, intranet server, among other servers. Should the Libraries' data center systems or services go offline for any reason, preconfigured replication services will defer the primary public and staff Windows domain controller services to the backup domain controllers at the NACS backup site.

Beginning Summer 2009 the HSIS data center at UCIMC in Orange (located on the 5th Floor of Bldg 200) will house a backup Mac server for labs/classrooms. Like NACS, the HSIS data center provides appropriate power (2-week back up power system), air conditioning, physical security, etc., for critical Library IT systems.

GML technical staff will closely coordinate with Library IT in providing time-critical activities necessary for emergency response, crisis coordination, and for service continuity. GML emergency response procedures are in conformance with the *Library IT Internal Emergency Procedures – Technical Issues*, HSIS and campuswide IT disaster planning.

Interlibrary Loan Service

Providing interlibrary loan service to handle UC and regional clinical emergency requests will be critical during catastrophic events. Based on several accounts of medical libraries in the aftermath of Hurricane Katrina, we assume that everyday use levels of GML will shoot up, especially interlibrary loan service. Staffing to support interlibrary loan services will be provided primarily by GML ILL staff with backup ILL support provided by designated campus ILL staff members. See Emergency Contacts for list of participating campus staff, Appendix B, p.23. Laptops and PDAs with appropriate software applications will be available for ILL staff to use if needed. UCIMC identification badges for backup ILL staff will be investigated.

Reference Service

Reliable, accurate, and timely professional medical information services are especially important during a community-wide disaster. Both in-person and online reference services should remain available to provide much needed medical information for emergency medical care. GML reference providers should be ready to provide services flexibly, creatively, and proactively. This could involve providing reference services from other sites or from home, or using social networking tools so user interactions and assistance can continue during catastrophic events. Various social networking tools for providing reference assistance will be investigated and may be utilized, such as CHAT, TXT messaging, and Facebook. This would involve setting up accounts and passwords, and creating procedures and instructions for reference providers to use these tools. Staffing to support reference services will be provided primarily by GML reference staff with backup reference support provided by designated Science Library reference librarians with health sciences backgrounds. See Emergency Contacts for list of participating campus staff, Appendix B, p.23. Laptops and PDAs will be available for reference providers to use if needed. UCIMC identification badges for backup reference librarians will need to be investigated.

Precautions to Prevent the Spread of Disease

- GML staff are encouraged to take advantage of the free flu vaccines given by UCIMC when they are available.
- GML staff are encouraged to use antibacterial hand solution to wash hands frequently, especially staff who are in contact with the public at the service desks.
- UCIMC provides GML service desks with antibacterial hand solution as well as CaviWipes wipes for the telephones, keyboards, and computer mice.
- If any GML staff member is sick and in a contagious state, he/she is encouraged to stay home, rather than coming to work and possibly spreading disease.

Outside Assistance

- Back up library partner *[TBD PSRML will assist in identifying potential library partners]*
- PSRML Office (1-800-338-7657)
- NN/LM Emergency Preparedness * Response Toolkit
  http://nnlm.gov/ep

Reporting

- All emergency responses should be reported to Library Facilities, either verbally (in person or by phone when the situation is urgent) or by filling out an online [incident report](#) while the events are still fresh in mind.
- Once an emergency response has been made, a formal, written report should be made to the AUL for Public Services. All reporting should include all applicable details, including date, time, details of the incident and names of people involved, and the responses.

Communication Plan

In the event of an emergency or disaster that affects GML's functioning in any way, management will try to contact all staff. The GML Head, Operations Manager, and ITC Manager are required to have contact information for each staff member who reports to them and copies of the GML Service Continuity and Disaster Recovery Plan available off-site in case of emergency. Each GML employee is provided a list of all staff home and cell phone numbers on a small card that can be carried in a purse or wallet to facilitate its use wherever needed.

GML should have its Service Continuity and Disaster Response Plan shelved conspicuously at the GML Loan Desk and staff should be reminded of its location 2-3 times per year in staff meetings.

In an emergency, staff needing to contact GML to report an absence should first try to contact their immediate supervisor. The secondary contact should be the Head of GML.

GML supervisors will be in daily contact with each staff member. The Head or supervisors will report daily to Library Human Resources.

Notification to the public and to staff via GML's Voicemail:
- If there has been an emergency of large proportions, staff and users can call GML's Voicemail at 714-456-5585 to see if there is any change in GML's schedule.
- If you are the person designated to change the Voicemail message for GML, call 714-456-6000 if you are off-site. The extension number is 5585, and the password is 1357.

Notification to the public and to staff via GML's Home Page:
- Staff and users can visit the GML web site (http:///grunigen.lib.uci.edu) to get changes in GML's schedule.
- Library Web Services will replace GML's Home Page with an emergency web page asap.

Communication to staff via the Emergency Contact Lists:
- Emergency Contacts (GML, UCIMC & NN/LM) is established along supervisory lines, from Head to the two managers, who will notify staff who report to them. See Appendix A, p. 22.
- Emergency Contacts (Campus Libraries & UCI) who provide coordination and backup is established according to the order listed on the Contact List. See Appendix B, p. 23.
- See Appendix A, p.22 below for lists of work, home, and cell phone numbers and email addresses for GML staff and campus library staff.
- ***All personal information, such as phone numbers and home addresses are strictly confidential and may not be shared with anyone outside the library.***

zotALERT – Emergency Alert System:
- zotALERT is UCI's mass communication/notification program and the first and primary method of communication about emergencies on campus and at UCIMC. (http://www.nacs.uci.edu/announce/zotalert.html). zotALERT users will be notified about campus and UCIMC emergencies in order to divert traffic and prevent people from coming to the workplace if a dangerous situation occurs.
- GML staff are encouraged to sign up to receive zotALERT emergency notification text messages on their cell phones.
- GML staff whose phones are not able to receive text messages can sign up for zotALERT email notification.

Additional sources for information about changes in the University's schedule:
- **Telephone:** 866-IRV-NEWS
- **University web site:** http://www.uci.edu
- **UCI Libraries web site:** http://www.lib.uci.edu
- **TV Station/Radio Stations: all local stations**

Accidents/Medical Emergencies

Medical emergencies involving cardiac arrest, illness, or injury to library patrons or library staff.

General Procedures:

Call Telecommunications at x6123. After calling Telecommunications, call 911.

Report Code Blue and location of the person needing assistance (building, floor, department, room, or exact location). Be prepared to give a basic description of the nature of the injury or illness. If trained, begin first aid. Do not move the ill/injured person unless failure to do so would cause further injury AND it is safe to do so.

If possible, send someone outside the Library to direct the Code Blue emergency responders and/ambulance to the location of the medical emergency.

Note: UCIMC Police should be notified of all cases of mental health crises (suicide attempts, disorientation, etc.).

Injured library staff members who are ambulatory can obtain medical assistance at the
UCIMC Emergency Department or by calling x5705.

For reference, please refer to *UCIMC Emergency Procedures* booklet that is kept at Loan Desk.

Earthquakes

An earthquake event occurring of sufficient strength to cause damage to buildings and roadways, power outages, and broken pipes carrying water, steam and gas.

During an earthquake:

DROP – COVER – HOLD

- DROP down on the floor.

- Take COVER under a sturdy desk, table, or other furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms. Avoid danger spots near windows, hanging objects, mirrors, or tall furniture.

- If you take cover under a sturdy piece of furniture, HOLD on to it and be prepared to move with it. Hold the position until the ground stops shaking and it is safe to move.

Do not run outdoors. Do not use elevators.

Follow directions of emergency personnel.

After the shaking stops:

Check yourself and others for injuries. Report any injuries to supervisor or emergency personnel. Do not attempt to move seriously injured persons unless they are in obvious immediate danger.

Use your training to provide first aid, use fire extinguishers, clean up spills, etc.

Assess your surroundings, check for damage and hazardous conditions. Report them to supervisor or emergency personnel.

Phone systems may be severely impacted. Limit phone use to emergency calls only.

DO NOT EVACUATE AUTOMATICALLY. Outdoor hazards may be greater than indoor hazards.

If asked to evacuate to assembly areas, move swiftly. Grab keys, personal items, and emergency supplies only if convenient and safe to do so.

Follow directions of emergency responders.

Epidemic/Pandemic

An epidemic involves a locally widespread illness that affects Library staff, such as an outbreak of influenza. It may compromise the provision of daily patron services because of staff absences due to illness. Library mangers will re-assign available staff as necessary in order to provide essential services and remain open our normal hours.

A pandemic involves a widespread outbreak of disease that becomes national and/or global in scope. In this situation, UCIMC might initiate social distancing measures, which might include closing GML and/or the campus libraries, along with other public places, in an effort to prevent the spread of disease, or GML might find it necessary to modify its hours in order to function within staffing constraints. In either case, GML would continue to offer core services listed below, including off-site assistance if necessary.

General Procedures:

Library Open But With Reduced Staffing (Epidemic):

GML Head and Operations Manager, or other staff acting on their behalf, are responsible for ensuring, as much as is possible, that core services are provided for, by coordinating scheduling and assignment of work to the staff that are available.

See Core Services, Level of Reduced Staffing, and Core Electronic Resources at beginning of plan for providing designated essential services at reduced staffing levels.

Library Closed But Core Services Are Provided remotely (Pandemic):

If it becomes necessary to modify Library hours or close GML, Library managers will initiate a "work from home" strategy wherever possible. Steps will include:

- Web Services staff member will update the GML web page to notify patrons of GML's closure or modified hours, and to provide links or phone numbers to call for help.

- Signs will be posted on GML's entrance doors listing the same information as the web page.

- Core services that can be provided by staff working from home either by online chat, TXT messaging, email or telephone:

    o Patient care requests for information from electronic resources, both in-house and sending to other institutions, by use of email and fax. (Interlibrary Loan)

    o Reference assistance and troubleshooting access issues to electronic resources via TXT, CHAT, email, and phone. (Reference)

    o Troubleshooting access issues to electronic resources via TXT, CHAT, email, and phone (Information Technology)

- Circulation will suspend customary loan terms, billing, and other maintenance activities as needed, depending on the Library's availability to users.

Evacuation of Library

GML will immediately begin evacuation under the following life-threatening situations: 1) a fire alarm is activated 2) fire is reported in the building 3) smoke is reported in the building.

If the situation is life-threatening and a fire alarm hasn't sounded, GML staff should activate the nearest fire alarm.

General Procedures when alarm is activated:

Loan Desk staff member will use to public paging feature of the phone system to make the following public announcement:

- *"Your attention please: all library users and staff must evacuate the building immediately through the front entrance). This is not a drill. I repeat: all patrons and staff in the Library must evacuate the building immediately. You will be advised when it is safe to re-enter the building."*

- Procedures for using the public paging system: dial x1020, wait for dial tone, and then speak into phone.

GML evacuation map: APPENDIX E

ITC Manager (or ITC staff) and Loan Desk staff member will check to see if the building is clear. Once the building is clear, they leave the building.

Operations Manager (or Head) will direct users and staff at the entrance of the library to pre-designated meeting location outside the building (parking lot in front of Building 22A). Operations Manager (or Head) should remain at the entrance if possible until the building is completely cleared of users. People who refuse to leave must take responsibility for their actions. When building is cleared, Operations Manager (or Head) will place "Code Red Tag" on the door handle to show that the Library has been evacuated.

Night staff: When leaving the library at night, night staff should take flashlights with them.

Evacuation of Persons with Disabilities: Head, Operations Manager, ITC Manager, or Loan Desk staff will be responsible for assisting persons with disabilities. If possible assist people in wheelchairs and with other mobility impairments to the pre-designated meeting outside the library (parking area in front of Building 22B). If not possible, reassure them you will report their location and situation to the nearest emergency personnel who will return to assist them, and then go to pre-designated assembly area and report their location and situation to emergency personnel.

Direct emergency personnel as they arrive to the location of people who need further assistance.

Do not block exits, entrances, walkways, or driveways.

Following evacuation of the building:

Go directly to the pre-designated evacuation site (parking lot in front of Building 22B).

Supervisors are responsible for making sure all of their staff members are accounted for at the pre- designated meeting location outside the building.

Stay with the group and listen for directions and information.

Do not re-enter the building until directed by a person in authority.

Routine evacuation site: parking lot in front of Bldg. 22B (Figure 1)

Figure 1

Fires

A fire event involves someone reporting a fire, or reporting, seeing or smelling smoke from a fire or other source inside the Library or in the hallways outside the Library's main entrance or in other areas adjacent to the Library.

When fire or smoke is discovered, use RACE to respond:

- Remove persons in immediate danger
- Activate alarm
- Confine the fire
- Extinguish with portable fire extinguisher if possible, if not evacuate.

General Procedures:

RESCUE OR REMOVE anyone (including yourself) who is in immediate danger from the fire to the closest safe area. Simultaneously notify other building occupants to evacuate the area. Use the stairs. Do not use elevators.

Activate the ALARM by pulling the nearest fire alarm pull station and call 9-1-1. Specify 1) location of fire and 2) what is on fire.

- **Location of pull stations:** 1) exterior wall to right of library entrance 2) interior wall next to lockers in staff area and 3) interior wall to right of back door exit.

CONFINE OR CONTAIN the fire by closing all doors and windows in and around the fire area to prevent the spread of smoke and fire. Shut off all appliances and other equipment if safe to do so.

EXTINGUISH the fire with a portable fire extinguisher if safe. Use fire extinguishers on small fires only – trash cans or smaller. After extinguishing a fire, back away and watch for re-ignition.

- **Location of fire extinguishers:** 1) wall next to staff door in corridor adjacent to Loan Desk and 2) wall between Room 1118 and Room 1119.

If the fire can't be extinguished, EVACUATE the area, according to Evacuation Procedures. Users and staff should cover their noses and mouths with cloth or tissue to minimize smoke inhalation.

To operate a portable fire extinguisher, use PASS
- Pull the pin
- Aim at the base of the fire
- Squeeze the handle
- Sweep in a back and forth motion

Flooding/Severe Storms

A large flood event usually occurring from a severe storm involves a large amount of water entering the library from outside the building.

General Procedures

Call Telecommunications at x6123. After calling Telecommunications, call UCI Facilities Management at x5700.

Report the nature and severity of the problem and the exact location (building, floor, and room). Give your name and a callback number.

Turn off and unplug all electrical equipment in the affected area.

DO NOT STAND IN OR WALK THROUGH WATER THAT MAY BE IN CONTACT WITH LIVE WIRES!

Do not remove affected books from the shelves. For treatment of wet books, please refer to the *UC Irvine Libraries Disaster Response and Recovery Plan for Library Materials* at URL: https://emergency.lib.uci.edu:5003/restricted/preservation-emergency-manual.pdf

If evacuation is necessary, see EVACUATION PROCEDURES.

GML should make sure that the following pertinent staff knows about the incident as soon as possible:
- Director of Library Facilities
- Head, Preservation
- AUL Public Services
- AUL Collections

Evenings and Weekend Staff

After calling Telecommunications at x6123 and UCIMC Facilities at x5700, notify the Operations Manager at home, and, if necessary, other appropriate personnel. If the Operations Manager is unavailable, notify the GML Head. Phone numbers are listed on page 20.

Hazardous Materials Shelter in Place

Shelter in Place (SIP) simply means seeking immediate shelter inside a building. This action may be taken during a release of toxic chemical, biological, or radioactive materials to the outside air or other emergency. If the outside air quality is threatened or compromised, sheltering in place keeps you inside an area offering more protection.

Procedures for reporting incidents:
If a hazardous material incident occurs or is reported, call 911 immediately and Telecommunications at x6123.

Notification of hazardous material incidents may be via Zotmail, broadcast phone messages, and/or ZotALERT text messages, which are sent campus and UCIMC wide, and specify instructions and appropriate responses.

Immediate Shelter in Place Procedure:
When the release is nearby and the need to seek shelter is immediate:
- Stay inside a building.
- If outside, enter nearest building.
- Remain in place until advised by emergency personnel that it is safe to leave.

Shelter in Place Procedures:
Loan Desk staff member will make the following public announcement:
- *"Your attention please: we have received notice that there has been a hazardous materials contamination incident in the vicinity of the Library. All Library staff are directed to initiate "shelter in place" procedures. Patrons inside the Library should report to the Loan Desk at this time for information and instructions."*

Patrons will be offered the options: leave the Library; after finding out which is the safest route to take, return to their own departments for safety procedures; or join the Library staff in the Library's Shelter in Place.

Once all patrons and staff have taken shelter, the Library doors will be locked and a "Shelter in Place" will be in effect. "No Entry or Exit" sign will be posted on the outside.

Close all doors and windows.

If possible, seal gaps around doors and windows with wet towels and tape.

If possible, close or seal air vents.

Close window shades, blinds or curtains.

If possible, turn off air handling (HVAC) equipment or set to 'Recirculation' to minimize introduction of outside air into building.

Move all occupants to an interior room away from as many windows as possible.

Remain indoors until "all clear" message is received from emergency personnel.

Following "all clear" announcement, open doors and windows and return ventilation systems to normal.

Go outside until building has been ventilated.

Mold Outbreak (Small to Moderate)

A mold outbreak event involves someone reporting or finding moldy collection item(s).

General Procedures:

Some molds that grow on library materials pose health risks, so if staff encounter a moldy collection item, avoid handling it.

Leave affected materials where they are and alert the Operations Manager or the Head.

Operations Manager or Head or ITC Manager:
- Close off the affected area so that staff and users cannot enter. Hang plastic sheeting to separate affected from unaffected parts of the collection.

- Notify Facilities Management at x5700 to help investigate the cause of the mold, such as a water leak, and resolve problem.

- Inactivate the mold by changing the environmental conditions. Lower the humidity and increase the air circulation by bringing in fans or opening the doors. Relative humidity should be 55% or lower. Temperature should not exceed 70 degrees F.

- Notify the following: 1) EH & S at x6475, 2) Library Facilities at 949-824-5214, and 3) Preservation Department at 949-824-8704.

Anyone working with the affected materials should wear disposable plastic gloves and clothing, and use a protective mask when working with moldy objects.

Isolate the affected items:
- Quarantine items by separating them from the rest of the collection. Items should be transferred in sealed air-tight plastic bags to avoid transfer of mold to other items during the move.

- Call Library Facilities at x5700 to remove mold affected items from the Library to a clean area in the hospital. Discard affected materials per UCIMC procedures.

Thoroughly clean the room(s) where the mold outbreak occurred.
- With the HEPA filter vacuum, vacuum shelves and carpets. Wipe down surrounding shelves with a fungicide solution such as CaviWipes, Lysol, or a similar solution. Allow shelves to dry fully before returning any materials. If a musty odor lingers in the room, place open containers of baking soda in affected area.

Continue to monitor conditions and take steps to avoid additional mold growth.
- Take daily readings of temperature and relative humidity, and be sure that the climate is moderate.
- Check problem areas frequently to insure that there is no new mold growth. Be sure to examine the gutters of books near the endbands and inside the spines.

Notify Catalog Department to withdraw damaged items from the catalog.

Keep areas where collections are stored and used as clean as possible, since dust and dirt are a source of spores, both active and dormant. Clean floors with a HEPA filter vacuum rather than sweeping, since sweeping scatters dust. Vacuum shelves and the tops of shelved books, or clean books with a magnetic wiping cloth at least once a year.

Periodic Thefts and Security

A theft event involves a staff member or a user reporting an item has been stolen.

General Procedures:

The person receiving the report of a theft should call <u>Telecommunications at x6123.</u>

The person whose belongings were taken should stay at the Loan Desk to await the arrival of the police.

Once the police arrive, the victim should make a full report of what was taken, where it was located when stolen, and what time the theft was noticed.

The person receiving the report should fill out an incident report while it is fresh in their mind. Make sure to report as many details as possible. An incident report can be filled out online: [Incident Report](http://facilities.lib.uci.edu/html/emergencies/incident_report.php) (http://facilities.lib.uci.edu/html/emergencies/incident_report.php)

Send report of theft to the Operations Manager.

Power Outage

An electrical power outage that may be for only a few minutes, or may be widespread and likely to last a longer period of time.

General Procedures:

Assess whether the predicted duration warrants evacuating the Library.
- Call UCIMC Facilities Management at x5700; notify them that the library is without power, and find out the extent and probable duration of the outage if possible.

Call Library IT Help Desk at 949-824-8535 and report power outage and any information obtained from UCIMC Facilities Management.

Call HSIS Help Desk at x3333 to notify them that the library is without power.

If power is disrupted during daylight hours:
- Loan Desk and ITC Desk staff turn off electronic equipment to prevent damage from possible power surges when power is restored.

- If power is disrupted more than two hours, Library should close and appropriate signage should be posted.

- Notify Head or Operations Manager or ITC Manager who will contact Library Administration for a determination whether staff can be released to go home.

If power is disrupted after dark:
- Loan Desk and ITC Desk staff obtain flashlights from drawers and check stack area for stranded users. Relocate users to light/safe areas.

- Library should close and appropriate signage should be posted.

- Loan Desk and ITC Desk staff turn off electronic equipment to prevent damage from possible power surges when power is restored.

- Notify Head or Operations Manager who will contact Library Administration for a determination whether staff can be released to go home.

When power comes back on:
- Staff should make sure all areas have lights on, and power up all electronic equipment by resetting surge protectors and turning on equipment.

- If Library has been evacuated, staff should make sure that the building is safe for users, and then open the Library if still within the normal hours of operation during the day.

- Staff should check all equipment in their area for any failures in hardware and software. Report problems to ITC staff. ITC staff should check all public computers, printers, and photocopiers, and the copy card dispenser to troubleshoot and resolve any problems.

- The air-handling systems may go off-line when a power outage occurs. If heat or air conditioning systems do not return to normal levels, notify UCIMC Facilities Management at x5700.

Violent Incident/Active Shooter

Violent incidents, including but not limited to: acts of terrorism, an active shooter, assaults, or other incidents of workplace violence occurring on UCIMC grounds or in close proximity with little or no warning.

General Procedures:

Call 911 (if unable to speak, dial 911 and set the phone down) or push Panic Device if possible.

- **Panic Device locations:** under Loan Desk countertop and in kitchen

If 911 is called or the Panic Device is used, attempt to immediately follow-up with a call to Telecommunications at x6123 to speak to someone about the incident in progress. Describe location, number of suspects, hostages, or injured victims, and the type of weapon(s) involved.

Procedures for staff in affected area:

Do not panic.

Do not try to negotiate with the subject or attempt to take the weapon away.

Do not allow anyone to pass through the affected area.

Do make mental notes of the suspect(s) and description to assist law enforcement.

If possible go to nearest room or office. Close and lock the room or office door. Silence mobile phones. Turn off interior lights. Close office blinds or curtains.

Remain quiet and DO NOT answer or open the door until assistance from emergency personnel arrives.

Water Leaks During Rain

Water leaks usually occur during rainy weather and involve water entering any area of the library via leaking roof, windows or pipes.

General Procedures

Call UCIMC Facilities at x5700:

- Report the problem and the exact location (building, floor, department, room, or exact location). Give your name and a callback number.

After calling UCIMC Facilities, call the Operations Manager at x7500.

Take any necessary steps to minimize damage using emergency supplies that are located in the supply cabinet located in the corridor adjacent to the Loan Desk. See the EMERGENCY SUPPLIES LIST, Appendix D, p.27.

GML should make sure that Library Facilities at 949-824-5214 know about the incident as soon as possible. If materials are damaged, send report that describes the nature and extent of event to all pertinent staff as follows:

- Director of Library Facilities
- Head, Preservation
- AUL Public Services
- AUL Collections

For larger flooding events, please see Flooding/Severe Storms.

UCIMC EMERGENCY NUMBERS

Department	Phone Number
Telecommunications Emergency Line (24 hours)	714.456.6123
Facilities Trouble Desk (24 hours)	714.456.5700
EH&S (business hours)	714.456.6475
EH&S (off hours)	714.456.6123
HSIS Help Desk	714.456.3333
UCIMC Emergency Room (24 hours)	714.456.5705
UCIMC Administration (business hours)	714.456.6240

GML AFFILIATES & NN/LM NETWORK

Affiliated Hospitals-Libraries	Phone Number
LBVA, Health Sciences Library	562.826.5463
Long Beach Memorial, Park Medical Library	562.933.3851
St. Joseph's Hospital, Burlew Medical Library	714.771.8291
PSMRL Office	800.338.7657

Backup Library [TBD PSRML facilities]

APPENDIX B
EMERGENCY CONTACTS (CAMPUS LIBRARIES & UCI)

LIBRARY FACILITIES

Bruce Bromberger	949.824.3981

LIBRARY INFORMATION TECHNOLOGY EMERGENCIES

Ashley Burke	949.824.3873
IT Emergency Line	949.824.8535 949.291.5677

LIBRARY WEB SERVICES EMERGENCIES

Kristine Ferry	949.824.0474
Mark Vega	949.824.9872

INTERLIBRARY LOAN EMERGENCIES

Gerry Lopez	949.824.6934
Linda Weinberger	949.650.2857
Megan Khosravi	949.824.7511

SL REFERENCE LIBRARIANS EMERGENCIES

Steve Clancy	949.824.7309
Linda Murphy	949.824.6419
Judy Bube	949.824.6650
John Sisson	949.824.4980
Julia Gelfand	949.824.4971

PRESERVATION EMERGENCIES

Ron Matteson	949.824.3709

LIBRARY ADMINISTRATION Name	Work Phone
Carol Hughes (Public Services)	949.824.9753
Lorelei Tanji (Collections)	949.824.5216
Kevin Ruminson (Human Resources)	949.824.4716

4/1/11

CORE LIST OF MONOGRAPHS AND SERIALS

Book List	Call Number

1. Grammer, Leslie and Paul A. Greenberger. ed. <u>Patterson's Allergic Disease</u>.   WD 300 P3185 2002
   Philadelphia : Lippincott Williams & Wilkins, c2002.
2. **PDR for herbal medicines.** Montvale, NJ: Medical Economics Co., 2007.   QV766 .P472 ed.4 2007
3. Agur, A. M. R. **Grant's atlas of anatomy.** Philadelphia : Lippincott   QS 17 A284g 1999
   Williams & Wilkins, c1999.
4. Williams, Peter L. ed. **Gray's anatomy: The Anatomical Basis of Medicine and**   QS 4 G784 1995
   Surgery. Edinburgh; New York: Churchill Livingstone, 1995.
5. **Ghoneim, Mohamed M. ed. Awareness during anesthesia.** Oxford ; Boston :   WO 275 A964 2001
   Butterworth-Heinemann, 2001.
6. Hurtford, William E. ed. **Clinical anesthesia procedures of the Massachusetts**   WO 39 C639 2002
   General Hospital. Philadelphia: Lippincott Williams & Wilkins, c2002.
7. Devlin, Thomas M. ed. <u>Textbook of biochemistry: with clinical correlations.</u>   QU 4 T355 2006
   Hoboken, N.J. : Wiley-Liss, c2006.
8. **Braunwald, Eugene. ed. Braunwald's heart disease : a textbook of cardiovascular**   WG 210 B825 2008 v.2
   medicine. Philadelphia: Saunders/Elsevier, c2008.
9. Kaplan, Norman M., 1931-. **Kaplan's clinical hypertension.** Philadelphia :   WG 340 K17k 2006
   Lippincott Williams & Wilkins, c2006.
10. Katz, Arnold M. **Heart failure : pathophysiology, molecular biology, and clinical**   WG 370 K195h 2009
    Management. Philadelphia : Wolters Kluwer Health/Lippincott Williams
    & Wilkins, c2009.
11. Fuhrman, Bradley P. and Jerry J. Zimmerman. eds **Pediatric critical care.**   WS 366 P371-7 1998
    St. Louis: Mosby, c1998.
12. Herndon, David N. **Total burn care.** Edinburgh: Saunders Elsevier, c2007.   WO 704 T717 2007
13. Hall, John C., 1947-. **Sauer's manual of skin diseases.** Philadelphia :   WR 140 H177s 2006
    Lippincott Williams & Wilkins, c2006.
14. Beers. Mark H and Robert Berkow. eds. **Merck manual of diagnosis and**   WB 100 M555 17th ed. 1999
    therapy. Rahway, N.J. : Merck, c1999.
15. Bickley, Lynn S. **Bates' guide to physical examination and history taking.**   WB 205 B583b 2009
    Philadelphia : Wolters Kluwer Health/Lippincott Williams & Wilkins, c2009.
16. DeGowin, Richard L and et al, eds. **DeGowin's diagnostic examination.**   WB 200 D3194 2009
    New York : McGraw-Hill Medical, c2009.
17. American **Board of Medical** Specialties. **Official ABMS directory of board**   W 22 AA1 O32 ed.41 2009
    certified medical specialists. New Providence, NJ : Marquis Who's Who, c1993-
18. **American Medical Association. Directory of physicians in the United States.**   W 22 AA1 D598-13 ed.41v.4
    Chicago, Ill. : Division **of** Survey and Data Resources, **The** Association, c1992-
19. Jablonski, Stanley. ed **Jablonski's dictionary of medical acronyms &**   W 13 J131 2009
    abbreviations. Philadelphia, PA : Saunders/Elsevier, c2009.
20. Stedman, Thomas Lathrop, 1853-1938. **Stedman's medical dictionary.**   W 13 S812m 2006
    Philadelphia : Lippincott Williams & Wilkins, c2006.
21. Fleisher, Gary R 1951- and Ludwig Stephen. eds **Textbook of pediatric**   WS 205 T355 2006
    emergency medicine. Philadelphia, PA : Lippincott Williams & Wilkins, c2006.
22. Marx, John A **and et al. eds. Rosen's emergency medicine : concepts and**   WB 105 E555 2002
    clinical practice. St. Louis : Mosby, c2002.
23. Porte, Daniel **and et al. eds. Ellenberg & Rifkin's diabetes mellitus.**   WK 810 E451 2003
    New York : McGraw-Hill, Medical Pub. Division, c2003.
24. Feldman, Mark, 1947- and et. al. eds. **Sleisenger & Fordtran's**   WI 140 S632 2006
    gastrointestinal and liver disease : pathophysiology, diagnosis,
    management. Philadelphia : Saunders, c2006.
25. Schiff, Eugene R and et.al. eds. **Schiff's diseases of the liver.**   WI 700 S333 2007
    Philadelphia : Lippincott Williams & Wilkins, c2007.
26. Tallis, Raymond **and et.al. eds. .Brocklehurst's textbook of geriatric**   WT 100 B8641 2003
    medicine and gerontology. London : Churchill Livingstone, 2003

Book List	**Call Number**

27. Berek, Jonath S and et.al. eds. **Berek & Novak's gynecology.**   WP 100 B487 2007
   Philadelphia : Lippincott Williams & Wilkins, c2007
28. Cunningham, F. Gary and et. al. **Williams obstetrics.**   WQ 100 W7283 2005
   New York : McGraw-Hill Professional, c2005.
29. DiSaia, Philip J., 1937-. **Clinical gynecologic oncology.**   WP 145 D611c 2007
   Philadelphia, PA : Mosby Elsevier, 2007.
30. Lee, G. Richard, et al. **Wintrobe's clinical hematology.**   WH 100 W794 1999
   Baltimore : Williams & Wilkins, c1999.
31. Rich, Robert R. ed. **Clinical immunology : principles and practice.**   QW 504 C64183 2008
   St. Louis, Mo. : Mosby/Elsevier, 2008
32. Chin, James. ed. **Control of communicable diseases manual :**   WC 100 C764 2000
   an official report of the American Public Health Association.
   Washington, DC : American Public Health Association, 2000
33. Katz, Samuel L., 1927-, et al. **Krugman's infectious diseases of children.**   WC 100 K931 2004
   Philadelphia, Pa. : Mosby, c2004.
34. Mandell, Gerald L, et al. **Mandell, Douglas, and Bennett's principles**   WC 100 M2713 2005
   and practice of infectious diseases. New York : Elsevier/Churchill
   Livingstone, c2005.
35. Braunwald, Eugene, et al, eds. Harrison's Principles of   WB 115 H323 ed.16 2005
   Internal Medicine. 15th ed. New York: McGraw-Hill, 2005.
36. Tierney, Lawrence M. ,et al, ed. Current medical diagnosis   WB 141 C976-3 2009
   and treatment. New York: McGraw-Hill, 2009.
37. Washington University (Saint Louis, Mo.). Dept. of Medicine.   WB 300 W319m ed.32 2007
   The Washington manual of medical therapeutics.
   Philadelphia : Lippincott-Raven, c1998-
38. **Sacher, Ronald A. Widmann's clinical interpretation of laboratory tests**.   QY 4 W641c 2000
   Philadelphia : Davis, 2000.
39. Wallach, Jacques B. (Jacques Burton), 1926-. **Interpretation of**   QY 25 W195i 2007
   diagnostic tests. Philadelphia : Wolters Kluwer Health/Lippincott
   Wiliams & Wilkins, c2007.
40. Brooks, George F, et al. **Jawetz, Melnick & Adelberg's medical microbiology.**   QW 4 J41r 2007
   New York : McGraw-Hill Medical, 2007.
41. Adler, Charles H., et al. **Parkinson's disease and movement disorders :**   WL 359 P248-11 2000
   diagnosis and treatment guidelines for the practicing physician.
   Totowa, N.J. : Humana Press, c2000
42. Rowland, Lewis P. ed. **Merritt's neurology.**   WL 140 M572 2005
   Philadelphia : Lippincott Williams & Wilkins, c2005
43. DeVita, Vincent T., et al. **DeVita, Hellman, and Rosenberg's cancer :**   QZ 200 D496 2008 v.2
   principles & practice of oncology. Philadelphia : Wolters Kluwer/Lippincott
   Williams & Wilkins, c2008.
44. Vaughan, Daniel, 1921-. **Vaughan & Asbury's general ophthalmology.**   WW 100 V364 ed.17
   New York : Lange Medical Books/McGraw-Hill
45. Bucholz, Robert W. et al. **Rockwood and Green's fractures in adults.**   WE 175 R684 2006 v.2
   Philadelphia, PA : Lippincott Williams & Wilkins, c2006.
46. Herring, John A. **Tachdjian's pediatric orthopaedics.**   WS 270 T1173 2008 v.3
   Philadelphia : Saunders/Elsevier, c2008
47. Doyle, Derek, et al. **Oxford textbook of palliative medicine.**   WB 310 O98 2004
   Oxford ; New York : Oxford University Press, 2004
48. Cotran, Ramzi S., 1932-2000. **Robbins and Cotran pathologic basis of disease.**   QZ 4 R6354 2005
   Philadelphia : Elsevier Saunders, c2005.
49. Kliegman, Robert, et al. **Nelson textbook of pediatrics.** Philadelphia :   WS 100 N432 2007
   Saunders, c2007
50. **Drug facts and comparisons.**   St. Louis : Facts and Comparisons, c1981-   QV 38 D794-2 2008
51. **Physicians' desk reference for nonprescription drugsand dietary supplements.**   QV 772 P548-2 ed.30 2009
   Montvale, NJ : Thomson PDR, c2005-
52. Frontera, Walter R., 1955-, et al. **Essentials of physical medicine and**   WE 140 E782 2008
   rehabilitation : musculoskeletal disorders, pain, and rehabilitation.
   Philadelphia, PA : Saunders/Elsevier, c2008
53. Ebert, Michael H. **Current diagnosis & treatment psychiatry.**   WM 141 C976 2008
   New York : McGraw-Hill Medical, c2008.
   Book List   **Call Number**

54. Sadock, Benjamin J., 1933-, et al. **Kaplan & Sadock's comprehensive textbook of psychiatry.** Philadelphia : Lippincott Williams & Wilkins, c2000.   WM 100 K17 2000

55. Eisenberg, Ronald L. **Clinical imaging : an atlas of differential diagnosis.** Philadelphia : Lippincott Williams & Wilkins, c2003.   WN 17 E36c 2003

56. Lee, Joseph K. T, et al. **Computed body tomography with MRI correlation.** Philadelphia : Lippincott Williams & Wilkins, c2006.   WN 206 C7378 2006

57. Hunter, George W. (George William), 1902-., et al. **Hunter's tropical medicine and emerging infectious diseases.** Philadelphia : Saunders, c2000.   WC 680 H945 2000

58. Brenner, Barry M., 1937-. **Brenner & Rector's the kidney.** Philadelphia : Saunders Elsevier, c2008.   WJ 300 B8375 2008

59. Walsh, Patrick C., 1938-. **Campbell's urology.** Philadelphia, PA : Saunders, c2002   WJ 100 C192 2002

APPENDIX D

EMERGENCY SUPPLIES LIST

Item	Location
CaviWipes	Supply cabinet
Bags, clear plastic	Supply cabinet
Batteries	Supply cabinet
Boots, disposable	Supply cabinet
Boxes, plastic	Corridor adj Loan Desk
Box Cutters	Supply cabinet
Broom	Supply cabinet
Bucket	Rm 1119
Bucket-white with lid	Rm 1119
Camera, digital - Canon S40	J. Santiago office
Cleaner-Simple Green	*
Clipboard	Supply cabinet
Cord, nylon	*
Dataloggers	Stacks
Employee packets	*
Extension cords	Rm 1119
First Aid kits, 100 person	Corridor adj Loan Desk
Flashlight-lantern	Rm 1119
Flashlight-crank powered	Rm 1119
Flashlights-heavy duty	Rm 1119
Floor fans	Rm 1119
Garbage bags, plastic	Rm 1119
Gloves-heavyduty	Rm 1119
Gloves-plastic, latex	Rm 1119
Goggles, plastic safety	Rm 1119
Hardhats	Rm 1119
Hose	Rm 1119
Ladders	Rm 1119
Light bulbs	Rm 1119
Light bulbs, Slimlite	Rm 1119
Light sticks	Rm 1119
Lysol spray	Rm 1119
Marker, broad, black (perm)	Rm 1119
Marker, fine Sharpie, black	Rm 1119
Masks, dust	Rm 1119
Masks, HEPA	*
Megaphone	Rm 1119

Mop-sponge	Rm 1119
Paper-blotting	Rm 1119
Paper-newsprint	Rm 1119
Paper pads	Rm 1119
Paper towels	Rm 1119
Pencils	Corridor adj Loan Desk
Pencil, mechanical	Corridor adj Loan Desk
Plastic sheeting	Rm 1119
Radio - transistor	Rm 1119
Rags, cotton	Rm 1119
Rags-cheesecloth, dustbunnies	Rm 1119
Respirator	*
Scissors	Corridor adj Loan Desk
Signs, Caution	*
Sponges	Rm 1119
Spray bottle	Rm 1119
Tape-Caution, Do-Not-Enter	Rm 1119
Tape - Heavy Duty	Rm 1119
Vests, orange safety	*
Vacuum, HEPA, large	Corridor adj Loan Desk
Vacuum, Wet/dry	*
Water, Distilled	Rm 1111 (staff lounge)
Ziploc freezer bags	Rm 1119
Ziploc bags, regular	Rm 1119

APPENDIX E

GML FLOOR MAP