Disaster Plan:
Library Materials

For the University of Toronto Library System

September 2023
Disasters

Disasters can occur in many different forms but the most common for a library is water damaged materials either as the aftermath of a fire or because of a flood.

The Disaster Plan for the University of Toronto is limited to procedures for removal and salvage of Central Library Collections. Its purpose is to minimize collection loss in the event of a disaster.

Table of Contents

Acknowledgements ....................................................................................................................................... 2
1. Emergency Contacts and Notifications .............................................................................................. 3
2. Salvage Operations ................................................................................................................................. 11
3. Post-Disaster Analysis ............................................................................................................................ 28
4. Prevention ............................................................................................................................................... 29
5. Salvage Recovery Resources .................................................................................................................. 30
Acknowledgements


Kahn, Miriam. *Disaster Response and Prevention for Computer and Data*. Columbus, Ohio; MBK Consulting; 1994.

1. Emergency Contacts and Notifications

September 2023

1. FIRE - Police Emergency Centre at 416-978-2222 is automatically alerted when the fire alarm sounds.

2. OTHER DISASTER SITUATIONS - Contact campus police at 416-978-2222 immediately. Campus Police and Library Security have a copy of the Master Manual. They will know how to get hold of key personnel.

3. The Salvage Operation Team Leader should prioritize what needs to be done. If water is still flowing and damaging the collection, protective sheeting should be put over the material while waiting for the disaster team to arrive. There are so many variables such as humidity and temperature that it is difficult to apply a firm set of procedures to any situation. This is why it is important that the disaster team is called immediately.

Should emergency conditions (fire, flood, etc.) damage any library collection, please notify the following people between 8:00 am and 4:00 pm Monday to Friday.

**Loryl MacDonald at 416-978-7656**

**Christy Thomasson at 416-978-5069**

After the hours listed above or weekends and holidays, please phone Campus Police at 416-978-2222. They will call the appropriate staff.
WHOM TO NOTIFY IN THE LIBRARY

COORDINATORS:

Loryl MacDonald
Associate Chief Librarian for Special Collections
416-978-7656

Christy Thomasson
Preservation Specialist
416-978-5069

Larry Alford
Chief Librarian
416-978-2292

Responsibilities

1. To direct staff on site and evacuate the building if necessary.

2. To help emergency personnel control situation.

3. To form Salvage Operation Teams (SOT) consisting of the Department Head of the affected area and other knowledgeable personnel.

4. The coordinator(s) should assess:
   - How great is the damage?
   - What types of material are involved?
   - What kind of damage e.g., fire, water, chemical etc.?
   - Take notes and photos of the damage.
   - Inform the insurance manager as soon as possible.
   - Decide what equipment is needed and order it from purchasing personnel at 416-978-6881
# Chief Librarian and Senior Administration List, St. George Campus

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Chief Librarian</td>
<td>Larry Alford</td>
<td><a href="mailto:larry.alford@utoronto.ca">larry.alford@utoronto.ca</a></td>
<td>416-978-2292</td>
</tr>
<tr>
<td>Deputy Chief Librarian</td>
<td>Julie Hannaford</td>
<td><a href="mailto:j.hannaford@utoronto.ca">j.hannaford@utoronto.ca</a></td>
<td>416-978-1702</td>
</tr>
<tr>
<td>Chief Administrative Officer</td>
<td>Glen Morales</td>
<td><a href="mailto:g.morales@utoronto.ca">g.morales@utoronto.ca</a></td>
<td>416-946-7035</td>
</tr>
<tr>
<td>Associate Chief Librarian for Collections and Materials Management</td>
<td>Caitlin Tillman</td>
<td><a href="mailto:caitlin.tillman@utoronto.ca">caitlin.tillman@utoronto.ca</a></td>
<td>416-946-3856</td>
</tr>
<tr>
<td>Associate Chief Librarian for Special Collections, Director, Thomas Fisher Rare Book Library</td>
<td>Loryl MacDonald</td>
<td><a href="mailto:loryl.macdonald@utoronto.ca">loryl.macdonald@utoronto.ca</a></td>
<td>416-978-7656</td>
</tr>
<tr>
<td>Associate Chief Librarian for Science Research &amp; Information - Interim Director, Gerstein Science Information Centre</td>
<td>Mindy Thuna</td>
<td><a href="mailto:mindy.thuna@utoronto.ca">mindy.thuna@utoronto.ca</a></td>
<td>416-978-6370</td>
</tr>
<tr>
<td>Associate Chief Librarian, Data Services, Digital Scholarship, and Information Technologies</td>
<td>Marcel Fortin</td>
<td><a href="mailto:marcel.fortin@utoronto.ca">marcel.fortin@utoronto.ca</a></td>
<td>416-978-7649</td>
</tr>
<tr>
<td>Strategic Initiatives, Director</td>
<td>Laura Anderson</td>
<td><a href="mailto:l.anderson@utoronto.ca">l.anderson@utoronto.ca</a></td>
<td>416-978-3353</td>
</tr>
<tr>
<td>Interim Associate Chief Librarian for Gerstein Science Information Centre</td>
<td>Mindy Thuna</td>
<td><a href="mailto:mindy.thuna@utoronto.ca">mindy.thuna@utoronto.ca</a></td>
<td>416-978-6370</td>
</tr>
<tr>
<td>Director, Human Resources Director</td>
<td>Darlene Chow</td>
<td><a href="mailto:darlene.chow@utoronto.ca">darlene.chow@utoronto.ca</a></td>
<td>416-978-7646</td>
</tr>
<tr>
<td>User Services, Department Head</td>
<td>Monique Flaccavento</td>
<td><a href="mailto:monique.flaccavento@utoronto.ca">monique.flaccavento@utoronto.ca</a></td>
<td>416-978-2898</td>
</tr>
<tr>
<td>Director, Communications</td>
<td>Larysa Woloszansky</td>
<td><a href="mailto:larysa.woloszansky@utoronto.ca">larysa.woloszansky@utoronto.ca</a></td>
<td>416-978-1757</td>
</tr>
<tr>
<td>Manager, Security, Health &amp; Safety, Central Libraries</td>
<td>Susan Gropp</td>
<td><a href="mailto:susan.gropp@utoronto.ca">susan.gropp@utoronto.ca</a></td>
<td>416-978-1289</td>
</tr>
</tbody>
</table>
## Central Library Staff

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bindery, Central Libraries</td>
<td>Christy Thomasson</td>
<td><a href="mailto:christy.thomasson@utoronto.ca">christy.thomasson@utoronto.ca</a></td>
<td>416-978-5069</td>
</tr>
<tr>
<td>Salvage contact</td>
<td></td>
<td><a href="mailto:safety@utsc.utoronto.ca">safety@utsc.utoronto.ca</a></td>
<td>416-978-2222</td>
</tr>
<tr>
<td>Emergency services</td>
<td></td>
<td></td>
<td>Mon. - Fri. 8:00am to 4:00 pm Call campus police evenings, weekends, and holidays</td>
</tr>
<tr>
<td>Business Manager</td>
<td>Julian Mitchell</td>
<td><a href="mailto:julian.mitchell@utoronto.ca">julian.mitchell@utoronto.ca</a></td>
<td>416-946-3247</td>
</tr>
<tr>
<td>Operations and Building Services Officer</td>
<td>Jason Carmichael</td>
<td><a href="mailto:jason.carmichael@utoronto.ca">jason.carmichael@utoronto.ca</a></td>
<td>416-978-1396</td>
</tr>
<tr>
<td>Urgent requests</td>
<td></td>
<td></td>
<td>416-978-3000</td>
</tr>
<tr>
<td>Manager, Security, Health and Safety</td>
<td>Susan Gropp</td>
<td><a href="mailto:susan.gropp@utoronto.ca">susan.gropp@utoronto.ca</a></td>
<td>416-978-1289</td>
</tr>
<tr>
<td>Lead Hand, Library Patrol</td>
<td>John Corbin</td>
<td><a href="mailto:john.corbin@utoronto.ca">john.corbin@utoronto.ca</a></td>
<td>416-946-3590</td>
</tr>
<tr>
<td>Library Patrol</td>
<td>Robarts Library Patrol Office</td>
<td></td>
<td>416-946-3590</td>
</tr>
<tr>
<td>Library Patrol</td>
<td>Robarts Info Desk (to radio Patrol)</td>
<td></td>
<td>416-978-5093</td>
</tr>
<tr>
<td>Library Patrol</td>
<td>Gerstein Library Patrol Office</td>
<td></td>
<td>416-978-2516</td>
</tr>
<tr>
<td>Library Patrol</td>
<td>Gerstein Circulation Desk (to radio Patrol)</td>
<td></td>
<td>416-978-2280</td>
</tr>
<tr>
<td>Associate Chief Librarian for Collections and Materials Collection Development/ Management Cataloguing</td>
<td>Caitlin Tillman</td>
<td><a href="mailto:caitlin.tillman@utoronto.ca">caitlin.tillman@utoronto.ca</a></td>
<td>416-946-3856</td>
</tr>
<tr>
<td>Metadata Services, Head</td>
<td>May Chan</td>
<td><a href="mailto:ms.chan@utoronto.ca">ms.chan@utoronto.ca</a></td>
<td>416-978-3075</td>
</tr>
<tr>
<td>Collection Development/ Cataloguing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Web Licensing and e-Resource Acquisitions, Head</td>
<td>Weijing Yuan</td>
<td><a href="mailto:weijing.yuan@utoronto.ca">weijing.yuan@utoronto.ca</a></td>
<td>416-978-0084</td>
</tr>
</tbody>
</table>
## University Personnel

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Campus Safety</td>
<td>Michael Munroe</td>
<td><a href="mailto:michael.munroe@utoronto.ca">michael.munroe@utoronto.ca</a></td>
<td>416-978-7378</td>
</tr>
<tr>
<td>Manager, Fire Prevention</td>
<td>Steve Arnold</td>
<td><a href="mailto:steve.arnold@utoronto.ca">steve.arnold@utoronto.ca</a></td>
<td>416-978-5151</td>
</tr>
<tr>
<td>Director, Risk Management and Insurance</td>
<td>John D. Kerr</td>
<td><a href="mailto:jd.kerr@utoronto.ca">jd.kerr@utoronto.ca</a></td>
<td>416-978-6478</td>
</tr>
<tr>
<td>Environmental Health and Safety</td>
<td>Office</td>
<td><a href="mailto:ehs.office@utoronto.ca">ehs.office@utoronto.ca</a></td>
<td>416.978.4467</td>
</tr>
</tbody>
</table>

## Field Supervisors for Caretaking
(For emergency repair or service request phone 416-978-3000)

<table>
<thead>
<tr>
<th>Caretaking Office</th>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Robarts</td>
<td>Ivo Sousa</td>
<td><a href="mailto:ivo.sousa@utoronto.ca">ivo.sousa@utoronto.ca</a></td>
<td>416-978-6252</td>
</tr>
<tr>
<td></td>
<td>Fatima Costa</td>
<td><a href="mailto:fatima.costa@utoronto.ca">fatima.costa@utoronto.ca</a></td>
<td>416-946-8306</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>416-946-7140</td>
</tr>
<tr>
<td>Gerstein</td>
<td>Ivo Sousa</td>
<td><a href="mailto:ivo.sousa@utoronto.ca">ivo.sousa@utoronto.ca</a></td>
<td>416-978-6252</td>
</tr>
</tbody>
</table>
|                                              | 8:00 am - 4:00 pm Monday to Friday  
|                                              | 6:30 am to 3:00 pm and Weekends  
|                                              | 4:00 pm - 12:00 am and Weekends  |
|                                              |                       |                                | 416-946-8306|
| Robarts and Gerstein Night caretaking        | Brent Warner          | brent.warner@utoronto.ca        | 416-676-9278|
| Supervisor                                  |                       |                                |              |

## Mechanical Operations

<table>
<thead>
<tr>
<th>Facilities &amp; Services Department</th>
<th>John Walker</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager, Mechanical Operations</td>
<td></td>
<td><a href="mailto:jd.walker@utoronto.ca">jd.walker@utoronto.ca</a></td>
<td>416-978-5064</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>416-978-7127</td>
</tr>
<tr>
<td>Library Name</td>
<td>Librarian Name</td>
<td>Library Contact Information</td>
<td></td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
<td>----------------------</td>
<td>---------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Architecture Landscape &amp; Design 1 Spadina Crescent</td>
<td>Cathryn Copper Librarian</td>
<td><a href="mailto:cathryn.copper@utoronto.ca">cathryn.copper@utoronto.ca</a> 416-978-3538</td>
<td></td>
</tr>
<tr>
<td>Bora Laskin Law Library 78 Queen's Park</td>
<td>Gian Medves Chief Law Librarian</td>
<td><a href="mailto:gian.medves@utoronto.ca">gian.medves@utoronto.ca</a> 416-978-5537</td>
<td></td>
</tr>
<tr>
<td>Business (Milt Harris Library, Rotman School of Management) 105 St. George St.</td>
<td>Sean Forbes</td>
<td><a href="mailto:sean.forbes@rotman.utoronto.ca">sean.forbes@rotman.utoronto.ca</a> 416-978-1924</td>
<td></td>
</tr>
<tr>
<td>Chemistry Library (A D Allen) Rm 480, 80 St. George St.</td>
<td>Madeline Gerbig</td>
<td><a href="mailto:maddy.gerbig@utoronto.ca">maddy.gerbig@utoronto.ca</a> 416-978-3587</td>
<td></td>
</tr>
<tr>
<td>Cheng Yu Tung East Asian Library 8th Floor, 130 St. George St.</td>
<td>Hana Kim</td>
<td><a href="mailto:hm.kim@utoronto.ca">hm.kim@utoronto.ca</a> 416-978-7690</td>
<td></td>
</tr>
<tr>
<td>Engineering &amp; Computer Science Library 10 King's College Road Rm 2402, 2nd floor Sandford Fleming Building</td>
<td>Angela Henshilwood</td>
<td><a href="mailto:angela.henshilwood@utoronto.ca">angela.henshilwood@utoronto.ca</a> 416-978-8212</td>
<td></td>
</tr>
<tr>
<td>Gerstein Science Information Centre 7-9 King's College Circle</td>
<td>Mindy Thuna</td>
<td><a href="mailto:mindy.thuna@utoronto.ca">mindy.thuna@utoronto.ca</a> 416-978-6370</td>
<td></td>
</tr>
<tr>
<td>Harry R. Abbott Dentistry Library 124 Edward St.</td>
<td>Helen Yueping He</td>
<td><a href="mailto:Helen.He@dentistry.utoronto.ca">Helen.He@dentistry.utoronto.ca</a> 416-864-8213</td>
<td></td>
</tr>
<tr>
<td>John P. Robarts Library for the Humanities and Social Sciences 130 St. George St.</td>
<td>Monique Flaccavento User Services, Department Head</td>
<td><a href="mailto:monique.flaccavento@utoronto.ca">monique.flaccavento@utoronto.ca</a> 416-978-1867</td>
<td></td>
</tr>
<tr>
<td>Map and Data Library 130 St. George St. 5th floor</td>
<td>Leanne Trimble Acting Head</td>
<td><a href="mailto:leanne.trimble@utoronto.ca">leanne.trimble@utoronto.ca</a> 416-978-1958</td>
<td></td>
</tr>
<tr>
<td>Mathematics Bahen Centre for Information Technology 40 St. George St. 6th floor room 6141</td>
<td>Bruce Garrod Mathematics Librarian</td>
<td><a href="mailto:bruce.garrod@utoronto.ca">bruce.garrod@utoronto.ca</a> 416-978-8624</td>
<td></td>
</tr>
<tr>
<td>Media Commons 130 St. George St. 3rd floor</td>
<td>Loryl MacDonald</td>
<td><a href="mailto:loryl.macdonald@utoronto.ca">loryl.macdonald@utoronto.ca</a> 416-978-7656</td>
<td></td>
</tr>
<tr>
<td>Music Library 80 Queen's Park Circle</td>
<td>Jan Guise</td>
<td><a href="mailto:jan.guise@utoronto.ca">jan.guise@utoronto.ca</a> 416-978-6920</td>
<td></td>
</tr>
<tr>
<td>Noranda Earth Sciences Library 5 Bancroft Ave.</td>
<td>Bruce Garrod</td>
<td>Bruce Garrod Head Earth Sciences Library <a href="mailto:bruce.garrod@utoronto.ca">bruce.garrod@utoronto.ca</a> 416-978-3538</td>
<td></td>
</tr>
<tr>
<td>Library/Resource Centre</td>
<td>Contact Information</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------------------</td>
<td>---------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OISE/UT Library</td>
<td>Jenaya Webb</td>
<td></td>
<td></td>
</tr>
<tr>
<td>252 Bloor St. W.</td>
<td>Director, OISE Library</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:jenaya.webb@utoronto.ca">jenaya.webb@utoronto.ca</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>416-978-1905</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Petro Jacyk Central & East European Resource Centre | Ksenya Kiebuzinski |
| 130 St. George St. Rm. 3008 | Director, Central & East European Resource Centre |
|                       | ksenya.kiebuzinski@utoronto.ca |
|                       | 416-978-1288 (M-W) |
|                       | 416-978-4826 (Th-F) |

| Richard Charles Lee | Maria Lai Che, Director |
| Canada-Hong Kong Library | at 130 St. George St. 8th floor |
|                       | laiche.lau@utoronto.ca |
|                       | 416-946-3892        |

| Thomas Fisher Rare Book Library, including the University of Toronto Archives | David Fernandez  |
| 120 St. George St. | Head, Department of Rare Books and Special Collections |
|                       | david.fernandez@utoronto.ca |
|                       | Tys Klumpenhouwer University Archivist |
|                       | t.klumpenhouwer@utoronto.ca |
|                       | 416-978-7741        |
|                       | 416-978-7658        |

| UTL (University of Toronto Libraries) at Downsview | Kyla Everall  |
| User Services Librarian and Downsview Coordinator |
| kyla.everall@utoronto.ca |
| 416-978-1745        |

### Property Managers

<table>
<thead>
<tr>
<th>Property Manager</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Architecture Landscape &amp; Design 1 Spadina Crescent</td>
<td>Ronald Shakespeare</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:ronald.shakespeare@utoronto.ca">ronald.shakespeare@utoronto.ca</a></td>
</tr>
<tr>
<td></td>
<td>416-578-5473</td>
</tr>
</tbody>
</table>

| Bora Laskin Law Library 78 Queen's Park | Ronald Shakespeare |
|                                        | ronald.shakespeare@utoronto.ca |
|                                        | 416-578-5473        |

| Business Information Centre (BIC) 105 St. George St. | Rachel Tennant |
|                                                     | rachel.tennant@utoronto.ca |
|                                                     | 437-226-0374        |

| Chemistry Library (A D Allen) Rm 480, 80 St. George St. | Marcelo Lima Figueiroa |
|                                                        | marcelo.lima@utoronto.ca |
|                                                        | 416-717-9650        |

| Cheng Yu Tung East Asian Library 8th Floor, 130 St. George St. | Nicole Wilkinson |
|                                                             | nicole.wilkinson@utoronto.ca |
|                                                             | 416-978-2323        |

| Engineering & Computer Science Library 10 King's College Road Rm 2402, 2nd floor Sandford Fleming Building | Doug Graham |
|                                                                                                          | doug.graham@utoronto.ca |
|                                                                                                          | 416-978-2323?       |

<p>| Gerstein Science Information Centre 7-9 King's College Circle | Nicole Wilkinson |
|                                                             | <a href="mailto:nicole.wilkinson@utoronto.ca">nicole.wilkinson@utoronto.ca</a> |
|                                                             | 416-528-7938        |</p>
<table>
<thead>
<tr>
<th>Library</th>
<th>Receptionist</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harry R. Abbott Dentistry Library &lt;br&gt;124 Edward St.</td>
<td>Willy Wong &lt;br&gt;<a href="mailto:willyl.wong@utoronto.ca">willyl.wong@utoronto.ca</a></td>
<td>416-717-9694</td>
<td></td>
</tr>
<tr>
<td>John P. Robarts Library for the Humanities and Social Sciences &lt;br&gt;130 St. George St.</td>
<td>Nicole Wilkinson &lt;br&gt;<a href="mailto:nicole.wilkinson@utoronto.ca">nicole.wilkinson@utoronto.ca</a></td>
<td>416-978-2323</td>
<td></td>
</tr>
<tr>
<td>Map and Data Library &lt;br&gt;130 St. George St. &lt;br&gt;5th floor</td>
<td>Nicole Wilkinson &lt;br&gt;<a href="mailto:nicole.wilkinson@utoronto.ca">nicole.wilkinson@utoronto.ca</a></td>
<td>416-978-2323</td>
<td></td>
</tr>
<tr>
<td>Mathematics &lt;br&gt;Bahen Centre for Information Technology &lt;br&gt;40 St. George St. &lt;br&gt;6th floor room 6141</td>
<td>Doug Graham &lt;br&gt;<a href="mailto:doug.graham@utoronto.ca">doug.graham@utoronto.ca</a></td>
<td>416-989-2323</td>
<td></td>
</tr>
<tr>
<td>Media Commons &lt;br&gt;130 St. George St. &lt;br&gt;3rd floor &lt;br&gt;Cold Storage &lt;br&gt;321 Bloor St. W.</td>
<td>Nicole Wilkinson &lt;br&gt;<a href="mailto:nicole.wilkinson@utoronto.ca">nicole.wilkinson@utoronto.ca</a> &lt;br&gt;Christina Carydis &lt;br&gt;<a href="mailto:christina.carydis@utoronto.ca">christina.carydis@utoronto.ca</a></td>
<td>416-978-2323 &lt;br&gt;416-526-5542</td>
<td></td>
</tr>
<tr>
<td>Music Library &lt;br&gt;80 Queen's Park Circle</td>
<td>William Hsia &lt;br&gt;<a href="mailto:william.hsia@utoronto.ca">william.hsia@utoronto.ca</a></td>
<td>416-428-8430</td>
<td></td>
</tr>
<tr>
<td>Noranda Earth Sciences Library &lt;br&gt;5 Bancroft Ave.</td>
<td>Jennifer Corinthios &lt;br&gt;<a href="mailto:jennifer.corinthios@utoronto.ca">jennifer.corinthios@utoronto.ca</a></td>
<td>416-717-9978</td>
<td></td>
</tr>
<tr>
<td>OISE/UT Library &lt;br&gt;252 Bloor St. W.</td>
<td>Tony Marzialiano &lt;br&gt;<a href="mailto:tony.marzialiano@utoronto.ca">tony.marzialiano@utoronto.ca</a></td>
<td>416-717-9804</td>
<td></td>
</tr>
<tr>
<td>Petro Jacyk Central &amp; East European Resource Centre &lt;br&gt;130 St. George St. &lt;br&gt;Rm. 3008</td>
<td>Nicole Wilkinson &lt;br&gt;<a href="mailto:nicole.wilkinson@utoronto.ca">nicole.wilkinson@utoronto.ca</a></td>
<td>416-978-2323</td>
<td></td>
</tr>
<tr>
<td>Richard Charles Lee Canada-Hong Kong Library &lt;br&gt;130 St. George St. &lt;br&gt;8th floor</td>
<td>Nicole Wilkinson &lt;br&gt;<a href="mailto:nicole.wilkinson@utoronto.ca">nicole.wilkinson@utoronto.ca</a></td>
<td>416-978-2323</td>
<td></td>
</tr>
<tr>
<td>Thomas Fisher Rare Book Library, including the University of Toronto Archives &lt;br&gt;120 St. George St.</td>
<td>Nicole Wilkinson &lt;br&gt;<a href="mailto:nicole.wilkinson@utoronto.ca">nicole.wilkinson@utoronto.ca</a></td>
<td>416-978-2323</td>
<td></td>
</tr>
<tr>
<td>UTL at Downsview</td>
<td>Anthony Wright &lt;br&gt;<a href="mailto:anthony.wright@utoronto.ca">anthony.wright@utoronto.ca</a></td>
<td>416-989-8789</td>
<td></td>
</tr>
</tbody>
</table>

**External Salvage Experts**

| Conservator, Provincial Archives of Ontario | reference@ontario.ca | 416-327-1600 / 1-800-668-9933 |
| Canadian Conservation Institute | iccservices-cciservices@pch.gc.ca | 613-998-3721 / 1-866-998-3721 |
2. Salvage Operations

Access and Commencement of Salvage Operations

The coordinators will form salvage teams consisting of the head of the affected area and other knowledgeable personnel.

Access to buildings will be authorized by either the coordinators of the operation or by one of the senior managers of the Library in consultation with the fire department or other emergency authorities.

Press releases and interviews will be taken care of by Strategic Communications 416-978-3353.

Before beginning the salvage operation, the SOT (Salvage Operation Team) will:

1. Decide who will take overall charge of the salvage operation.
2. Decide who will lead the Library Operations and the Physical Plant operations.
3. Assess the extent of the damage.
4. Assess the type of materials involved.
5. Assess the kind of damage e.g., clean, or dirty water, etc.
6. Record damage using notes and camera.
7. Inform University Insurance Manager.
8. Decide what equipment is needed and order it.
9. Prepare a workspace for processing damaged materials. The work surfaces should be either Formica or covered with clean polyethylene sheeting.

Control the Environment

Try to control the temperature and humidity to reach a temperature of 18.3 C or less and relative humidity of 50% or less.

Temperature Control

In summer;

- Seal all broken windows.
- If possible, keep the air conditioning running at 18 C

In winter;

- Turn off all heat.
- Leave windows open if possible.
- Protect pipes from freezing to prevent damage from burst pipes.

Humidity Control

- Use portable dehumidifiers if necessary.
- Circulate the air, using portable fans.
- Mop up standing water.
Mold

The occurrence of mold and mildew may constitute a disaster situation or may be the result following a flood or fire. By reducing the temperature and humidity one can reduce the risk of mold growth and thus buy time for the recovery operation. Air circulation must be increased to eliminate stagnant air pockets. Excess water must be pumped out and all wet debris must be removed.

In the development of mold or mildew;

- Immediately transfer all infected materials to a self-contained room.
- The affected area should immediately be cleaned and sterilized, including the climate control system where possible.
- Consult with Christy Thomasson at 416-978-5069 when dealing with suspected or any affected materials.

Removal and Packing of Materials

When handling damaged materials, observe the following:

- Do not open or close wet books.
- Do not separate single sheets.
- Do not remove book covers.
- Do not press wet books or paper.
- Do not wipe off mud and dirt.

Removal Procedures

Books should be removed by human chain in exact condition in which found. Human chain should consist of:

1. Team of removers.
2. Team of sorters which sort books into types of damage and treatment.
3. Team of record keepers.

The number of people in each team should be balanced to create an even workflow and to prevent bottlenecks.

Remove first:

- Wet materials lying on the ground.
- Wet or damp books on lower shelves (unless mold is forming)
- Wet or damp books on upper shelves (unless mold is forming)
Books should be boxed either flat or spine down to minimized damage to binding and costly repairs. Pack books of the same size next to one another to minimize warping. Do not stack boxes over four high as they tend to collapse once the cardboard box absorbs water from the wet books. Shrink wrap the stacked boxes on skids to minimize transit damage.

"Wet" box should be packed FLAT or SPINE DOWN

Do not pack wet books like this. Wet books will sag causing permanent damage. Spine up causes the binding to sag and tear.
Preparation for Removal and Treatment

Packaging and Wrapping

- Wrap bound volumes in freezer paper, wax paper, or silicone paper so that the books won't stick together.
- Keep sheet material e.g., manuscripts, records, unframed prints, and drawings etc. in sections not more than 5 cm thick with a base support (.128 board).

Crating or boxing

- Use plastic milk crates or, if not available, strong cardboard boxes such as library book bindery boxes. (Tote boxes available in the bindery - only to be used if material is not going for freeze drying and to be opened immediately at destination)
- Pack books FLAT or SPINE DOWN.
- Do not pack too tightly. Allow for air circulation.
- Put an identification mark on each container.

Transportation

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

Treatment

Cleaning and Washing of Collection Material (paper)

THIS SHOULD NOT BE ATTEMPTED WITHOUT THE ADVICE OF THE SALVAGE CONTACT.

All cleaning and washing must be carried out by trained personnel. No cleaning or washing should take place if it increases the delay in freezing.

DO NOT ATTEMPT TO WASH OPEN VOLUMES, MANUSCRIPTS, ART ON PAPER, PHOTOGRAPHS OR ANY MATERIAL CONTAINING WATER SOLUBLE MATERIALS.
Freezing

Freezing is an effective method for stabilizing conditions until drying can be attempted. Mold will start to form in 12-48 hours (about 2 days) if left unfrozen. Freezing buys time in a major disaster to assess the next steps to be taken.

Coated paper MUST be frozen as soon as possible.

If the number of books affected is small, freezing can be done in local freezers.

Drying

For materials which have been in freezer facilities freeze drying is the least expensive for large collections.

Air Drying

If the number of books affected is small, drying can be done without freezing.

The work area for air drying should be clean and have adequate temperature and humidity controls. Fans and dehumidifiers should be used, as necessary.

Books should be placed upright on a clean surface and fanned out.

If any of the books show any signs of mold developing on them, they should be treated as soon as possible. (Do not attempt this without advice from C. Thomasson 416-978-5069.

Treatment of Non-paper Materials

Photographs and Negatives (post 1950)

If wet:

1. Pick up photographs and negatives from water.
2. Separate photographs and negatives from sleeves. Photographs and negatives will stick to surfaces if allowed to dry by themselves.
3. Rinse off any dirt with cold water. DO NOT RUB
4. Set up fans, dehumidifiers and keep temperatures cool. Keep the area as dry as possible.
5. Hang photographs and negatives on monofilament with plastic clothes pins.
6. Photographs can be dried flat. Place face up on a clean, white blotter or blank newsprint. Change paper as needed. Let photographs dry for up to 48 hours (about 2 days).
7. Relabel sleeves before putting photographs and negatives back.

CAUTION: Pre 1950 photographs and negatives require careful handling! Do not immerse negatives in water without explicit instructions from a film/photograph conservator.
Photographs & Negatives (post 1950)

Wet

1. Pick up from floor & water

2. Remove from folders & sleeves

3. Rinse in water if dirty

4. Fans – Dehumidifiers

5. Monofilament

6. Hang to dry

7. Negatives dry quickly – OR –

7. Dry photographs face up for 48 hours

– OR –
Put in cold water

– OR –
Blast freeze to -20° F and vacuum freeze dry

Refile in archival sleeves & folders
Microforms

1. Take microforms out of sleeves. If the fiche or paper sleeve sticks, soak in cold water.

2. Put in polyethylene bags and put into plastic garbage cans (not metal) under clean, cold running water. Microform will survive thus for up to 72 hours (about 3 days). Immediately arrange to send for cleaning and drying.
Microfilm

Dry Film –

1. Wet Box
   Take out reel

2. Archival Box
   Replace box

3. Dry Film
   Relabel box

Wet Film –

1. Remove From Box
   Micro Film
   Put in plastic container with cold water - send to be reprocessed

- OR -

Box and blast freeze to -20°F then freeze dry
Microfiche

**Dry Fiche** –

1. Take out microfiche
2. Label new archival sleeve

**Wet Fiche** –

1. Put in plastic container with cold water
2. Hang microfiche to dry
3. Refile fiche
Film and Plates

If possible, they should be stored flat in trays of water until they can be properly washed and dried. Generally, try to salvage only those prints for which negatives are not available and prints which are not badly stained.

Audio and Video Cassettes

Audio and video tape is easily damaged by water, mold, dirt, and dust. Most audio and video cassettes are stored in plastic boxes that are watertight. Remove tapes from a moist environment as quickly as possible. Tape will stick together if allowed to dry by itself.

DO NOT FREEZE

1. Open boxes.
2. Set up fans, dehumidifiers and keep temperatures cool. (RH 20% - 40% and 7-16 C.)
3. If treating a master tape, dehumidify and carefully watch for mold growth. If mold growth or rust forms or window clouds, then send for restoration.
4. If treating a circulation tape, dehumidify and watch for mold growth or window clouding. If it is moldy or rusty then throw it out and replace.
Audio and Video Cassettes

1. Open boxes

2. Fans -- Dehumidifiers

3. Master cassette?
   - Dehumidify
   - Watch for mold

4. If moldy or rusty
   - Send for restoration

5. Circulating cassette?
   - Dehumidify
   - Watch for mold

6. If moldy or rusty
   - Discard and replace

7. Replace dry cassettes in new boxes
Disks and Diskettes

3.5" Disk

Stabilize within 48 hours (about 2 days) to prevent mold.

1. Open shell carefully. Remove screws if present.
2. Remove diskette from shell.
3. DO NOT FOLD, BEND, PINCH OR ABRASE THE DISK.
4. DO NOT TOUCH SURFACE.
5. Use clean, distilled water to remove debris from the surface of the disk.
6. Gently blot surface with clean, soft, lint less cloth or lay flat on clean cloth to air dry.
7. When dry, place in temporary shell.
8. Copy disk. Remember to check the integrity of the transferred data.
9. Discard the original.

5.25" Disk

1. Remove disk from paper, plastic, and Tyvek sleeves.
2. Cut open carefully.
3. Remove disk from jacket.
4. DO NOT FOLD, BEND, PINCH OR ABRASE THE DISK.
5. DO NOT TOUCH SURFACE.
6. Use clean, distilled water to remove debris from the surface of disk.
7. When dry, place in temporary shell.
8. Copy disk. Remember to check the integrity of the transferred data.
9. Discard the original.
Water Damaged 3.5" Diskettes

1. Open Shell
   - Open at side.
   - Remove screws.

2. Remove From Shell
   - Do Not Touch Surface of Diskette

   DO NOT BEND, PINCH, FOLD OR ABRDE

3. Clean with Distilled Water.
   - Dip in tray.

4. Gently blot dry with lintless, soft cloth.  - OR -  Air dry for 8 hours.
   - Do Not Rub

5. When dry, place in temporary shell.

6. Copy diskette.

7. Check copy for readable data; label diskette.

8. Discard original.
Water Damaged 5.25" Diskettes

1. Open Jacket
   CAUTION!
   Only 1/16" between diskette and jacket.
   Cut open one end.

2. Remove From Shell
   Do Not Touch
   Surface of Diskette

**DO NOT BEND, PINCH, FOLD OR ABRAZE**

3. Clean with Distilled Water.
   Dip in tray.

4. Gently blot dry with lintless, soft cloth.
   - OR -
   Air dry for 8 hours.

5. When dry, place in temporary shell.

6. Copy diskette.

7. Check copy for readable data; label diskette.

8. Discard original.
   Trash
Water Damaged CD_ROM and Optical Disks

TREAT IMMEDIATELY

1. Remove from water immediately.
2. Remove from container.
3. DO NOT BEND OR SCRATCH.
4. Rinse off any dirt with clean, distilled water.
5. DO NOT SOAK.
6. Drip dry in dish drainer or rack, vertical, not flat.
7. Clean with soft, dry, lint less cloth.
8. Move cloth perpendicular to the grooves, left to right, up and down.
9. DO NOT MOVE IN CIRCULAR MOTION.
10. Place cleaned compact disks in clean containers.

Replace the disk if:

- Mold or condensation forms on disk.
- There are deep scratches on the surface.
- Disk is not readable or playable.
Water Damaged Optical Disks

1. Remove from water ASAP!

2. Remove from cases and cartridges.

DO NOT BEND OR SCRATCH

3. Rinse off debris with clean water.

DO NOT SOAK!

4. DRIP DRY. Vertical, not flat.

5. Clean with soft, lintless cloth. WIPE PERPENDICULAR TO GROOVES.

Not in circular motion!

6. Place in clean containers.
Treatment of affected area

After the material has been removed for salvage, if the area is determined to be still usable and safe it must be cleaned thoroughly before library material is replaced.

1. Wash the shelving with soap, water, and a disinfectant such as liquid Lysol.
2. Wash walls, furniture, solid surface floors such as terrazzo or wood, and counters etc. as above.
4. Paint where necessary.
5. Shampoo carpets and apply spray disinfectant.

Return of Material to the Library

When dry and treated as applicable, books should be sorted as to whether they need;

- Discarding or replacing.
- Commercial rebinding.
- In-house mending.

When the material is returned it should be kept apart from the main collection in a ventilated and air conditioned "rehabilitation area" for six months. The atmospheric conditions should be 35-40% RH and a temperature not above 18°C. A random inspection for mold-infested material should be conducted daily. Towards the end of this time the temperature should be gradually changed to duplicate conditions in the stack area to which materials are returning. After the materials are returned to the stack area random monitoring should be continued for at least one year.

Insect Infestations

1. In the case of insect infestations, the best practice is to immediately seal the books individually in zip lock bags. (available from the Bindery) Barcodes need to be visible.
2. Place the sealed bag into a plastic bin.
3. Call the Bindery at 416-978-5069.
4. Staff in the Bindery will determine what treatment will follow.
3. Post-Disaster Analysis

A post-mortem should be held to determine "what went wrong," and "what went right". A report should be written on the recovery operation and submitted to the Chief Librarian and others as directed. It is inevitable that unforeseen situations occur. Once the assessment is complete, the Disaster Plan should be amended to reflect any identified inadequacies. Finally, please remember that appreciation and recognition must be given to the individuals who helped in the success of the recovery operation.
4. Prevention

Preventive conservation does not always require expensive or complex care strategies. Much can be done by applying common sense.

Regular checks should be made as a preventive measure for:

- Frayed electrical cords.
- Water leaks.
- Weather damage.
- Garbage or hazardous chemicals lying about.
- Problems with heating, air conditioning and electrical systems.
- Equipment/machinery unplugged when not in use.

Routine security checks should be made at closing time for:

- Equipment turned off.
- Still burning cigarettes and other hazards.

All staff should be aware of the physical layout of their building.

(Floor plans can be printed from https://updc.utoronto.ca/campus-facilities-planning/building-plans/)
## 5. Salvage Recovery Resources

| **Book Drying** | Polygon Property Restoration & Climate Solutions/Polygon Après Sinistre & Solution Climatique | 30 Admiral Blvd., Toronto, ON | Emergency 24/7 1-888-702-4782  
Office: 905-858-5894 |
|-----------------|------------------------------------------------------------------------------------------|-------------------------------|--------------------------|
| **Cardboard Cartons** | In stock Library stores and Bindery  
Sizes 16" x 10" x 10" |  | 416-978-6881  
416-978-5069 |
| **Carpet Shampoo** | Caretaking (Robarts)  
Hours:  
9:00am - 5:00pm  
4:00 pm - 12:30 pm |  | 416-978-6252  
416-978-0456 |
| **Dehumidification** | Bindery (limited scale)  
Polygon (see book drying above) |  | 416-978-5069 |
| **Disinfectant** | In stock Facility and Services |  | 416-978-6252 |
| **Document Reprocessors** | Document Reprocessors  
[www.documentreprocessors.com](http://www.documentreprocessors.com) | 40 Railroad Ave. Rushville, N.Y | 1-800-437-9464 |
| **Freeze Dry** | Lisa Horwarth  
Free Dry Foods Ltd. | 2916 South Sheridan Way Suite 300 Oakville, ON | 905-844-1471 |
| **Freezer paper, newsprint** | Adelco Glenford Lewis Group | 3221 McNicoll Ave Scarborough, ON | 1-905-795-7500 |
| **Freezer Plant** | | | |
| **Freezer Trucks** | Ryder Truck Rental Canda  
672 Kipling Ave.  
Toronto, ON | 416-255-4427 |
| | Thermo-King of Toronto  
6243 Netherhart Rd.  
Toronto, ON | 905-564-2800  
905-458-5555 |
<table>
<thead>
<tr>
<th>Category</th>
<th>Contact</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mops</td>
<td>Caretaker</td>
<td>416-978-6252</td>
</tr>
<tr>
<td>Polygon</td>
<td></td>
<td>1-888-702-4782</td>
</tr>
<tr>
<td>Polygon: Water Damage Recovery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paper Towels</td>
<td>Caretaker</td>
<td>416-978-6252</td>
</tr>
<tr>
<td>Polyethylene Sheeting</td>
<td></td>
<td>416-946-3247</td>
</tr>
<tr>
<td>Transportation</td>
<td></td>
<td>416-922-9595</td>
</tr>
<tr>
<td>Transportation</td>
<td>Consolidated Moving &amp; Cartage</td>
<td>542 Mt. Pleasant Rd. Toronto, ON</td>
</tr>
<tr>
<td></td>
<td></td>
<td>416-978-5069</td>
</tr>
<tr>
<td>Water Extraction Pumping</td>
<td></td>
<td>416-978-5069</td>
</tr>
<tr>
<td>Polygon: Water Damage Recovery</td>
<td>Bindery, limited scale</td>
<td></td>
</tr>
</tbody>
</table>

(Library specific floor plans can be printed from [https://updc.utoronto.ca/campus-facilities-planning/building-plans/](https://updc.utoronto.ca/campus-facilities-planning/building-plans/))