

pick them up. Libraries and archives are also responsible for returning these supplies to the storage site when they are finished using them.

7. Using the supplies, library staff should proceed according to the procedures outlined in their disaster preparedness plan, if there is one. Otherwise, seek advice from the designated regional or Board staff.
8. Contact the designated regional or Board of Library Commissioners staff for telephone and/or on-site assistance, if necessary.
9. If neither of these persons is available, contact a preservation professional for telephone and/or on-site assistance. Public libraries see below.

Public Libraries only (*The following parts of the MBLC's Emergency Assistance Program are limited to public libraries*):

10. If neither regional nor MBLC assistance is available, contact NEDCC (collect calls accepted) for telephone and/or on-site assistance.
11. If the amount of damaged materials is substantial and beyond the capabilities of the local library staff, then designated Board or NEDCC staff can authorize a call to Munters Moisture Control for the packing, freezing and drying of materials.

For Emergency Assistance call:

Regional Headquarters

Boston (BRLS)	(617) 859-2380
Central (CMRLS)	(508) 757-4110
	(800) 922-8326
Metrowest (MMRLS)	or (781) 398-1819
	(888) 383-8882
Northeast (NMRLS)	or (978) 762-4433
	(888) 326-7772
Southeastern (SEMLS)	or (508) 923-3531
	(877) 923-3531
Western (WMRLS)	or (413) 247-9306
	(800) 282-7755
	or

Massachusetts Board of Library Commissioners

(617) 267-9400 or (800) 952-7403 (in-state)

For public libraries, if none of the above is available then contact:

Northeast Document Conservation Center at
470-1010 (collect calls accepted 24-hours-a-day).

Storage Sites for Recovery Supplies

Memorial Hall Library, Andover	(978) 623-8400
Boston Public Library	(617) 536-5400
Bridgewater Public Library	(508) 697-3331
Falmouth Public Library	(508) 457-2555
Fitchburg Public Library	(978) 345-9635
Greenfield Public Library	(413) 772-1544
Nantucket Atheneum	(508) 228-1110
New Bedford Free Public Library	(508) 991-6275
Forbes Library, Northampton	(413) 584-8550
Berkshire Athenaeum, Pittsfield	(413) 499-9480
Thomas Crane Public Library, Quincy	(617) 376-1300
Springfield City Library	(413) 263-6800
Wellesley Free Library	(781) 235-1610
West Tisbury Free Public Library	(508) 693-3366
Worcester Public Library	(508) 799-1655



MASSACHUSETTS BOARD OF
Library Commissioners

EMERGENCY ASSISTANCE PROGRAM

for

**Massachusetts
Libraries and Archives**



MASSACHUSETTS BOARD OF
Library Commissioners

648 Beacon Street
Boston, MA 02215-2070
617-267-9400
800-952-7403 (in-state)

While libraries bear the responsibility to plan for emergencies by having a disaster preparedness plan in place, outside help is often needed.

EMERGENCY ASSISTANCE PROGRAM

Background

No institution is immune from emergencies. The cost of repairing damage to buildings and collections ravaged by fire, flooding, fierce winds, heavy snows, vandalism, or other disasters may be overwhelming for any library or archives. Therefore, in response to the critical need for both financial and advisory assistance and cognizant of several recent instances where such help would have been invaluable to the libraries, the Board of Library Commissioners authorized the development of the Emergency Assistance Program in 1997, perhaps the first state program of its kind in the United States.

Purpose

While libraries bear the responsibility to plan for emergencies by having a disaster preparedness plan in place, outside help is often needed. The Emergency Assistance Program (EAP) is designed to address the possibility of disasters occurring in one or more libraries by developing statewide disaster preparedness training for librarians, purchasing and making available disaster recovery supplies, providing for technical advice, and making freezing and drying facilities available to salvage library and archival materials.

Program Components

Training. Workshops are offered regularly by the Board of Library Commissioners staff to teach library and archival staff the essentials of disaster preparedness planning and the steps to take immediately following an emergency. Within 48 hours, for example, mold begins to grow on library materials in a warm, damp environment, and the nature of the library's response can have a major impact on the recovery - or loss - of those collections. Being able to act quickly and knowledgeably is crucial.

Supplies. The Board of Library Commissioners has stored a quantity of recovery supplies in fifteen key public library sites throughout the Commonwealth. These

include 100 Rescubes (collapsible corrugated high-density polyethylene boxes for the transport of wet library and archival materials), 2 ReactPaks (small disaster recovery clean-up kits which contain basic supplies), and a thermohygrometer to monitor temperature and humidity. These supplies are available for use by any library, archives, or other repository in Massachusetts in the event of a small emergency.

Technical Assistance. Designated staff members of the six regional library systems have received training in basic disaster recovery techniques and are available to provide information, advice, and assessment either by telephone or on-site visit to affected institutions. Such assistance can often mean the difference between recovery and further damage to or loss of the materials. If the emergency has reached major proportions, the regional staff may feel that their level of expertise is not sufficient to address the situation. If this is the case, then the affected institution's staff should contact the Board staff for assistance. In the event that neither regional nor Board staff is available or able to provide assistance, the affected *public libraries* should then contact the Northeast Document Conservation Center (NEDCC) in Andover, Massachusetts, 24-hours-a-day, to be connected to staff for assistance. The Board has contracted with the NEDCC for up to \$1,000 per library, for no more than ten emergencies per year (\$10,000 per year total) to provide telephone and/or on-site assistance to *public libraries*. (Any other type of institution should also contact a preservation professional for assistance if neither regional nor Board staff is available, even though they are not covered by the MBLC's contract with the NEDCC.)

Recovery – Freezing and Drying. In minor emergencies, libraries may be able to handle the drying of materials or the freezing/drying process on their own. If more than a few dozen volumes are affected, however, a library may be unable to cope with the situation. Therefore, the Board of Library Commissioners has contracted with Munters Moisture Control, to provide freezing and drying facilities for large quantities of damaged materials. This service is available to *public libraries* but *only* upon authorization by designated Board or NEDCC staff to a limit of \$25,000. This contract has been designed so that municipalities may

contract with Munters for services beyond those stipulated in the contract, if that becomes necessary, without having to initiate a new bidding process. (*Libraries should not contact Munters directly.*)

Eligibility

The Rescubes, ReactPaks, and thermohygrometer that have been placed in the 15 libraries throughout the Commonwealth are available for use by any library, archives, historical society, town clerk or any other records repository in Massachusetts affected by an emergency. The sole requirement is that these supplies be returned once recovery has been completed. The emergency technical assistance provided by regional and Board staff is also available to all similarly affected institutions.

If the regional and Board staffs are unavailable, the affected institution's staff should then contact a preservation professional with disaster training. However, as part of the MBLC's Emergency Assistance Program's public library component, contact with NEDCC and/or Munters Moisture Control that is covered by the MBLC's contracts is available *only to Massachusetts public libraries*.

Procedures

Steps to take immediately following the emergency:

1. Consult your disaster plan.
2. Contact the library's insurance agent.
3. Assess the extent of the damage with the insurance agent unless you are given permission to proceed without the agent
4. Determine what action should be taken to recover the affected materials and what supplies are needed.
5. Make a decision as to whether you feel you can handle the situation alone or whether you need outside assistance.
6. If the amount of affected library materials is not large, and the staff feels able to handle the salvage themselves, they should then contact the nearest site listed below for recovery supplies (Rescubes, ReactPaks, and thermohygrometer) and arrange to