



Australian Library and  
Information Association



BLUE SHIELD  
Australia

# ALIA DISASTER MANAGEMENT FOR LIBRARIES

Part Two – Disaster Plan  
Template  
2nd edition 2019

**ARTLAB**  
AUSTRALIA



© Australian Library and Information Association, 2019

First edition (2010). *ALIA guide to disaster planning response and recovery for libraries and ALIA disaster planning for libraries* [template].

Second edition (2019). *ALIA Disaster Management for Libraries Part one - Guide, Part two - Disaster Plan Template*.



This work is licensed under a Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License.

# Contents

Acknowledgements .....	4
Glossary of terms .....	5
List of figures, checklists, charts and tables.....	7
List of icons .....	7
1. Introduction .....	9
2. Writing your plan .....	10
3. Preparation – Contents List .....	12
4. Preparation – Plan documentation .....	14
5. Preparation – Personnel .....	18
6. Preparation – Collection priorities .....	20
7. Preparation – Emergency equipment and supplies .....	22
8. Responding – Salvage and Scale .....	26
9. Responding – Keeping records .....	30
10. A final step .....	31
References.....	32
Additional Australian resources.....	34
Biographical notes .....	35

# Acknowledgements

We would like to acknowledge the work of the previous authors of the *ALIA Guide* and *Disaster Plan Template* which we have updated from the earlier edition. We would also like to acknowledge the generous professional support of our employers and colleagues at Artlab Australia, the State Library of South Australia and the State Library of Queensland. We thank our colleagues especially for their invaluable feedback and contributions. We also would like to note that the views expressed are our own and do not necessarily reflect the official policies of our employers.

Additionally, we would like to acknowledge the professional support and funding provided by an ALIA Research Grant. This facilitated a research project that informed the updating of these resources (Brown, 2018). Key resources such as *Be Prepared* (Heritage Collections Council, 2000) and *reCollections* (University of Melbourne, 2018) have also informed the update. The research included working with State Library of Queensland's digital and physical preservation staff to draw on their experiences of responding to the 2011 floods, and investigating the benefits and feasibility of developing an integrated disaster plan as a 'proof of concept'. We gratefully acknowledge their support and feedback. During the research project, the State Library of Queensland's *Counter Disaster Planning Template* (2016) was used as the prototype for developing an integrated disaster plan template (Brown, 2018). The resulting integrated model has been used as the framework for the *ALIA Disaster Plan Template*.

We would also like to thank Sue Hutley for her professional support through ALIA and Blue Shield Australia, and for her editorial assistance.

Finally we would like to acknowledge the support of ALIA and Blue Shield Australia as peak organisations that raise awareness about the strategic importance of disaster management.

**Heather Brown and Christine Ianna**

# Glossary of terms

Below are some definitions of commonly used terms in library disaster management.

**Business continuity** 'is the planned activity performed by an organisation to ensure that its critical business functions continue to be available. A typical business continuity plan will include:

- a list of essential business requirements
- identified risks and assessment on their impact on the business; and
- a strategy to respond to, manage and recover from an incident.'

(National Archives of Australia. Business continuity and disaster planning).

The **Command structure** is the hierarchy and chain of command that helps to clarify, organise and co-ordinate responsibilities, disaster response actions and the flow of communication across the organisation. It is commonly used in larger libraries.

A **Crisis Management Team** is the team of staff that is formed to manage a significant disaster event and it may have a **Crisis Management Team Leader** as its coordinator.

**Digital** collections are of two types. The first type comprises those that are 'born digital' and for which there is no analogue equivalent, while the second type comprises digitised or 'turned digital' materials that are copies or surrogates that have been created by converting analogue materials to digital format. (Digital Preservation Coalition).

A **Disaster Team Leader** has the prime responsibility for coordinating all stages of collections disaster management: prevention, preparation, response and recovery. During and after a disaster they lead the specialist operations of response and recovery, guiding a **Disaster Team**. There may be specialist Team Leaders for digital and physical collections. The Disaster Team Leader may report to a coordinator such as a **Crisis Management Team Leader**.

**Disaster management** is the broad term used to cover the overall organisation, planning and application of measures in preparing, preventing, responding to and recovering from disasters. (Australian Institute for Disaster Resilience).

**Disaster Plan:** a collections disaster plan provides a set of procedures and protocols 'to be followed by an organisation to prevent or minimise the risk of a disaster occurring, and to describe actions to be taken should a disaster occur.' Usually a collections disaster plan covers all the above sub stages of prevention, preparation, response and recovery. A collections disaster plan can also variously be referred to by other similar terms such as a Disaster Preparedness Plan or a Counter Disaster Plan. (National Library of Australia, Library Preservation Glossary).

**Disaster preparedness** describes the steps taken in advance to prepare for a disaster and involves developing the disaster plan, identifying key personnel and supplies, and training which builds resilience. (Heritage Collections Council. Be Prepared).

**Disaster prevention:** this usually involves assessment of risks and developing strategies to reduce the likelihood or consequence of disasters affecting collections. (Heritage Collections Council. Be Prepared).

**Disaster response:** this stage happens during a disaster event and involves steps to minimise the consequences - such as protecting or moving collections. (Heritage Collections Council. Be Prepared).

**Disaster recovery:** this stage involves steps taken to minimise the disruption and return services to as near as 'normal' as possible. (Heritage Collections Council. Be Prepared).

The **Disaster Team** is a core group of people who can respond to a disaster, each person with one or more defined roles. Organisations with an integrated disaster plan may need two specialist Disaster Teams for digital and physical collections.

An **integrated disaster plan** is a collections disaster plan that covers both digital and physical collections in a framework that explicitly interconnects disaster management across the physical and digital domains. (Brown).

**Master files/copies** (sometimes referred to as preservation master files or archival master files) are 'copies created to high capture standards and... could take the place of the original record if the original was destroyed, damaged, or not retained. ... masters generally do not undergo significant processing or editing.' 'Both physical format and digital preservation masters are managed and maintained in a secure storage environment and are retained over the long term.' (National Archives of Australia).

**Physical** collections include paper-based analogue items such as books, journals and newspapers, manuscripts, diaries, maps, posters and plans, as well as photographs, microforms, audio visual materials and physical carriers of digital materials such as compact disks (CDs). (Adcock).

**Resilience** is 'the ability of individuals, communities or countries to anticipate, withstand and recover from adversity – be it a natural disaster or crisis.' (Australian Institute for Disaster Resilience). Resilience is supported by disaster preparedness and especially through training.

**Risk assessment** in the context of disasters is 'a qualitative or quantitative approach to determine the nature and extent of disaster risk by analysing potential hazards and evaluating existing conditions of exposure and vulnerability that together could harm people, property, services, livelihoods and the environment on which they depend.' (Australian Institute for Disaster Resilience).

**Risk management** is 'the systematic application of management policies, procedures and practices to the tasks of identifying, analysing, evaluating, treating and monitoring risk.' (Australian Institute for Disaster Resilience).

**Surrogate copies** are reproductions of the information content of an original item in another medium, usually one which is more durable.

**Vital records** are 'those records that are essential for the ongoing business of an agency, and without which the agency could not continue to function effectively.' (New South Wales State Archives and Records. Glossary of Recordkeeping Terms).

# List of figures, checklists, charts & tables

## Part one - Guide

		PAGE
<b>Figure 1</b>	Disaster management - key stages	10
<b>Table 1</b>	Examples of links with the wider context	11
<b>Table 2</b>	Salvage priority examples	12
<b>Table 3</b>	Basic collection risk framework example	15
<b>Table 4</b>	Disaster Plan - useful features	17
<b>Table 5</b>	Site plans, infrastructure and access - useful features	19

## Part two – Disaster Plan Template

		PAGE
<b>Figure 1</b>	Disaster management - key stages	10
<b>Checklist 1</b>	The Foundation	10
<b>Chart A</b>	Emergency Immediate Actions	17
<b>Chart B</b>	Example of a Command Structure chart for a large library	18
<b>Table 6</b>	Generic contents list for an integrated disaster plan	12
<b>Table 7</b>	Library emergency contacts	14
<b>Table 8</b>	Authorisations and Access	16
<b>Table 9</b>	Examples of Disaster Team roles	19
<b>Table 10</b>	Salvage Priority List example	20
<b>Table 11</b>	Mapping backups, surrogates and master copies	21
<b>Table 12</b>	List of emergency equipment and supplies	23
<b>Table 13</b>	Scale of disaster impacting on responses in physical & digital collections	27
<b>Table 14</b>	Disaster incident record	30
<b>Table 15</b>	Collection salvage and movement record	31

## List of icons



Prevention



Preparation



Respond



Recover



Emergency





# 1. Introduction

## 1.1 Purpose

This **Disaster Plan Template** has been flexibly designed for your library or cultural institution to develop its own collections Disaster Plan. It is to be used in conjunction with Part one the **Guide** which provides an overview and context for the Disaster Plan. The template is based on a medium to large sized library but can be tailored to meet the needs of smaller libraries, or other collecting organisations. A list of disaster training **Scenarios** is provided on the ALIA website.

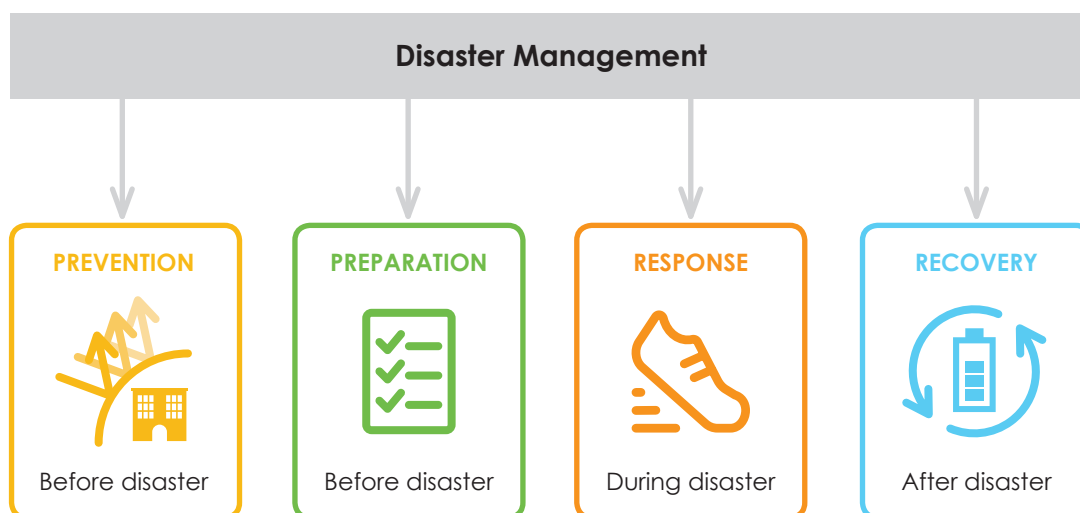
## 1.2 Integrated approach

The **Disaster Plan Template** has been designed to provide the option of a 'one stop shop' approach to managing disasters across all the formats that are held in 21st century libraries. It integrates and aligns the disaster management of all collections - physical and digital. However, it has also been designed flexibly so that you can readily expand, trim or 'deconstruct' it to focus separately on digital or physical formats according to the needs and preferences of your library.

## 2. Writing your plan

As discussed in Part one, the disaster management of library collections involves planning, assessing and reducing risks and establishing strategies to respond and recover.

The four key stages of disaster management: Prevention, Preparation, Response and Recovery are represented in the **Guide, Figure 1** which is replicated below for ease of reference.



**Figure 1: Disaster management - key stages**

### 2.1 How to go about it

To assist in writing your plan we have developed a number of checklists and tables.

**Checklist 1** below underpins the whole plan. Go through it slowly and systematically, breaking it into smaller stages or steps.

#### Checklist 1: The Foundation

Preparation		Yes ✓ or No ✗
1	Read the <b>ALIA Disaster Planning for Libraries Part One - Guide</b> for an overview and context	
2	Source and review any existing plans in your organisation	
3	Discuss the scope of the plan with colleagues and decide whether it will cover both physical and digital collections	
4 >	<b>Look at Table 6: Generic contents list for an integrated disaster plan</b>	
Gather information to inform the plan		Yes ✓ or No ✗
5	Collect any available information on incidents or disasters that may have impacted on your physical and digital collections in the past. This information is important for incorporating known risks and responses into your plan	
6	Check <b>section 6.1</b> in the <b>Guide</b> for examples of risks and ways of mitigating them	
7 >	<b>See the Guide Table 3 Example of basic collection risk framework</b>	
8	Collate or prepare detailed <b>site and floor plans</b> for on and off site storage areas and identify key fire fighting resources, locations of utility cut-off points, including mains water tap, gas & electrical cut-off switches, control points for air conditioning etc.	

Checklist continued next page

Checklist continued from previous page

9 >	<b>See the Guide Table 5 Useful features of site plans, infrastructure and access</b>	
10	Identify your key <b>emergency contacts</b> in the library, parent organisation and outside contacts and identify who has <b>access and necessary keys and codes</b>	
11 >	<b>See Table 7 Library Emergency Contacts</b>	
12	Review the <b>Guide section 3 Linking with and understanding the wider context</b> to develop your checklist of relevant documents and organisations that need to be referenced in your plan	
13	Use the <b>Guide section 5 Collection Priorities</b> . Discuss collection management arrangements and priorities with key staff	
14 >	<b>See Guide Table 2 Salvage priorities examples</b>	
15 >	<b>See also Table 10 Salvage Priority list Example</b>	
16	Identify <b>backups, surrogates and 'master copies'</b> and their locations for physical and digital collections	
17 >	<b>See Table 11 Mapping backups, surrogates and master copies</b>	
18	<b>Consider and confirm immediate actions to be undertaken</b>	
19 >	<b>See Chart A Emergency Immediate Actions</b>	
20	Clarify and develop a <b>Command Structure</b> if needed	
21 >	<b>See Chart B Example of a Command Structure chart for a large library</b>	
<b>Bringing it all together</b>		Yes ✓ or No ✗
22	Create a <b>Contents list</b> for your plan by modifying the <b>Checklist 1: Generic contents list for an integrated disaster plan</b>	
23	Identify Disaster Team Leaders, members of the Disaster Teams (and a Coordinator such as a Crisis Team Leader, if needed)	
24 >	<b>See Guide section 6.2.6 and Table 9 Examples of Disaster Team roles</b>	
25	Start building up your library's list of emergency equipment	
26 >	<b>Check Table 12 List of Emergency equipment and supplies</b>	
27	Complete the sections of the <b>Disaster Plan Template</b> in stages, adding what you have already gathered, and using the examples from the <i>Template</i> , adapting them to your library's needs and cutting and pasting them into your plan	
28	Review your plan against features in the <b>Guide, Table 4, Useful features of a Disaster Plan</b>	
29	Create your own 'what if' scenarios to <b>test</b> how the plan would work in practice and refine the plan. Refer to the disaster training <b>Scenarios</b> on the ALIA website	
30	Start training your staff especially Disaster Team Leaders and Disaster Teams	
<b>Endorsement</b>		Yes ✓ or No ✗
31	Discuss the draft plan with key colleagues and senior managers	
32	Get the plan endorsed by senior managers and referenced in your organisation's risk management and business continuity plans	
<b>Revise and update</b>		Yes ✓ or No ✗
33	Revise and update your plan at least once a year or when loans, refurbishment or significant repairs are underway, and after a disaster incident.	

### 3. Preparation - Contents List

When you have worked your way through Checklist 1 you will have a large part of your plan completed. You can use the information that you have collated in completing Checklist 1 to populate your Disaster Plan, using the Contents list provided in the table below.

#### 3.1 Contents list

The Contents list below provides generic list of contents for an integrated Disaster Plan covering physical and digital collections. This model list was developed as part of a research project (Brown, 2018) and adapted from the State Library of Queensland's *Counter Disaster Planning Template* (2016). This contents list can be flexibly tailored and/or trimmed to the needs of your own organisation.

**Table 6: Generic contents list for an integrated disaster plan**

Topic	Scope (of an integrated plan)
<b>Title page</b>	
<b>Document Circulation</b>	Register of copies (physical & digital locations) Include ICT/digital stakeholders
<b>Related Documents</b>	Emergency procedures that focus on safety of people Business Continuity Plan Risk Management Plan Information Communications Technology (ICT) Plan and related ICT documentation Records Management Plan
<b>Document Control</b>	Version date
<b>Endorsement</b>	Endorsement from senior manager
<b>Emergency Immediate Actions Chart</b>	Near front for immediate access





Contents	
<b>1</b>	<b>Executive Summary</b>
	Integrated - covers digital and physical
<b>2</b>	<b>Introduction</b>
	Integrated - covers digital and physical
<b>3</b>	<b>Scope</b>
	Integrated - covers digital and physical
<b>4</b>	<b>Key plans and charts: Site plans, Command Structure, Emergency contacts etc.</b>
	Site and floor plans including offsite locations Command Structure Emergency Immediate Actions Chart (repeated as required) Emergency contacts (Library, parent and broader) Business Continuity Plan Authorisations and Access (physical and digital) Disaster scale impact - physical and digital
<b>5</b>	 <b>Prevention</b>
	Brief introduction to scope e.g. covers digital and physical
	<b>5.1 Risk Assessment</b>
	Covers digital and physical

Table continued next page

Table continued from previous page

<b>5.2 Risk Monitoring</b>		Covers digital and physical and prioritised risks across all collections	
	<b>5.2.1</b>	Salvage priority list physical collections and items	
	<b>5.2.2</b>	Salvage priority list digital resources	
	<b>5.2.3</b>	List of surrogate backups and master copies	
<b>6</b>	 <b>Preparation</b>	Brief integrated introduction – e.g. covers digital and physical	
<b>6.1 Currency</b>	<b>Digital</b>	<b>Physical</b>	
<b>6.2 Emergency Equipment and supplies</b>	Internal - digital	Internal - physical	
	External - digital	External - physical	
<b>6.3 Personnel</b>	Digital Disaster Team Leader and specialist Digital Disaster Team	Physical Disaster Team Leader and specialist Physical Disaster Team	
	Examples of Disaster Team roles	Examples of Disaster Team roles	
<b>6.4 Training</b>	Digital Disaster Team Leader and specialist Digital Disaster Team	Physical Disaster Team Leader and specialist Physical Disaster Team	
<b>7</b>	 <b>Respond</b>	Brief introduction – e.g. covers digital and physical	
<b>7.1 Immediate Response</b>	Based on risk, scale, type of disaster and materials		
	<b>Digital</b>	<b>Physical</b>	
<b>7.2 Salvage</b>	Digital – data recovery	Physical retrieval, sorting and salvage	
<b>7.3 Records</b>	Disaster incident record		
	Collection salvage and movement record		
<b>8</b>	 <b>Recovery</b>	Brief introduction – e.g. covers digital and physical	
	<b>Digital Recovery</b>	<b>Physical Recovery</b>	
<b>9 References</b>	Resources referred to in plan e.g. digital and physical		
<b>10 Additional resources</b>	Useful additional resources for disaster management information/contacts		
<b>11 Attachments</b>	Contents of specialised attachments relating to digital and physical collections e.g.		
<b>Examples</b>	<p>Emergency immediate actions (repeated if needed)</p> <p>Emergency supplies and equipment</p> <p>Retrieval, sorting and salvage procedures for physical collections</p> <p>Salvage/recovery procedures for digital collections</p> <p>Summary of offsite and remote locations – digital and physical</p> <p>Risk assessments for physical and digital collections</p>		

## 4. Preparation - plan documentation



An essential step in developing your Disaster Plan is collecting existing documentation as described in the **Guide section 6.2**.

Additional information about a number of features is provided below. You can adapt this information, including the tables and charts, to populate your Disaster Plan.

### 4.1 Emergency contacts

An easy to locate up to date list of emergency contacts is essential.

Below is a table of common contacts at the library level, parent organisation level and external providers which you can adapt for your Disaster Plan. Remember it is critical that personal details of individuals are kept confidential.

**Table 7: Library emergency contacts**

Library emergency contacts (Confidential)		
Role	Name	Phones Work business hours BH Mobile Landline  Home after hours AH Mobile Landline
<b>Security (may be parent organisation)</b>		
<b>Disaster Team Leader Physical collections</b>		
<b>Disaster Team Leader Digital collections</b>		
<b>Disaster Team members Physical collections</b>	1	
	2 etc.	
<b>Disaster Team members Digital collections</b>	1	
	2 etc.	
<b>Facilities Manager (may be parent organisation)</b>		
<b>Media and Communications (may be parent organisation)</b>		
<b>Crisis Management Team Leader</b>		
<b>Crisis Management Team</b>	etc.	
<b>CEO/Director</b>		

Parent organisation e.g. Council emergency contacts (Confidential)		
Role	Name	Phones Work business hours BH Home after hours AH
<b>Security</b>		
<b>Facilities Manager</b>		
<b>Media and Communications</b>		
<b>Other</b>		

## Broader contacts

### Emergency Services

Role	Name	Phones
Fire		
Police		
Ambulance		
Other		

### External contactors/ suppliers/vendors \*

\* Begin by consulting with other libraries or organisations in your networks for their suggestions about useful local contractors, suppliers and vendors

Role	Details	Phones
Commercial disaster recovery providers	e.g. freeze drying services	
ICT commercial services and vendors	Assisting with: backups, external storage (e.g. cloud)	
	catalogue and digital resources)	
	ICT forensic and data recovery services	
Photographic and micrographic laboratories	Assisting with: rewashing and drying of films	
Cleaning	Wet and dry vacuums	
Drying	Dehumidifiers hire	
	Industrial fans hire	
Freezing facilities	Freezer facilities hire	
Power	Generators hire	
	Uninterruptable Power Supply UPS hire	
Moving and stacking	Pallet hire	
	Pallet movers hire	
	Trolleys hire	
Transport companies	Assisting with: Secure, climate controlled transport of physical items requiring further treatment	
Water removal	Pump	
Other	Moisture meter	
	Ladders hire	
	Scaffold hire etc.	

## 4.2 Authorisations

It is helpful to document who has access to areas, access codes and keys, and who has authorisation to turn off utility cut-off points and equipment, who can undertake controlled shut down of the server, access ICT remotely etc. Discuss this with your colleagues – especially the Crisis Management Team Leader, Disaster Team Leaders and the Facilities Manager. Below is a table which you can adapt for your Disaster Plan.

**Table 8: Authorisations and Access**

Role	Approved Access role and contact no.	Authorisation and conditions
<b>Fire equipment/fire panel</b>	Fire Service XXX	Access to whole building – notify Chief Fire warden
<b>Police</b>	Police XXX	Access to whole building – notify Facilities Manager
<b>Ambulance</b>	Ambulance XXX	Access to whole building – notify Facilities Manager
<b>Water cut-off points, leaks</b>	Plumber - contractor call 12345675	Access to whole building – notify Facilities Manager
<b>Electricity cut-off points</b>	Electrician - contractor call 12345676	Access to whole building – notify Facilities Manager
<b>Gas cut-off points</b>	Gas - contractor call 12345677	Access to whole building – notify Facilities Manager
<b>Air conditioning</b>	Air conditioning - contractor call 12345678	Access to whole building – notify Facilities Manager
<b>Building/facilities maintenance</b>	Building/facilities maintenance contractor - contractor call 12345679	Access to whole building – notify Facilities Manager
<b>Keys</b> <b>Collection storage, rare books, local history, offsite storage, display cases, server room</b>	Security <ul style="list-style-type: none"> <li>• Emergency services</li> <li>• Facilities Manager</li> <li>• Disaster Team Leaders – physical and digital</li> <li>• Crisis Management Team</li> <li>• To call - see Emergency contacts list</li> </ul>	Access to keys and whole building Access documented
<b>Controlled access areas onsite and offsite storage</b>	Security <ul style="list-style-type: none"> <li>• Facilities Manager</li> <li>• Disaster teams - digital and physical</li> <li>• Crisis Management team</li> <li>• To call - see Emergency contacts list</li> </ul>	Access to controlled access areas onsite and offsite storage Access documented
<b>Digital access e.g. controlled shut down of server, remote access, access to backups including cloud, external services and vendors</b>	<ul style="list-style-type: none"> <li>• Disaster Team Leader - digital</li> <li>• Disaster team - digital</li> <li>• To Call - see Emergency contacts list</li> </ul>	Access documented



## 4.3 Emergency Immediate Actions

For **Emergency Immediate Actions** steps are described in the **Guide section 6.3.1**.

Below is an example of a chart that you can adapt and incorporate in your plan and distribute around the library.



### Emergency Immediate Actions

**BIG or SMALL - Smoke or fire, water, oil or chemical leaks, power outage, etc.**

#### **Report it!**

- 1. Safety first**      Remain calm. If there is a life-threatening emergency call <000>. Evacuate as necessary.
- 2. Report it!**      Call designated contact e.g. Facilities, Security on <XXX> Tell the contact what is happening. Where it is.
- 3. Protect**          Move yourself and others away from affected area to safety. Wait for further instructions as the Disaster Plan is activated.

**Chart A: Emergency immediate actions chart** (Adapted with permission from Artlab Australia)

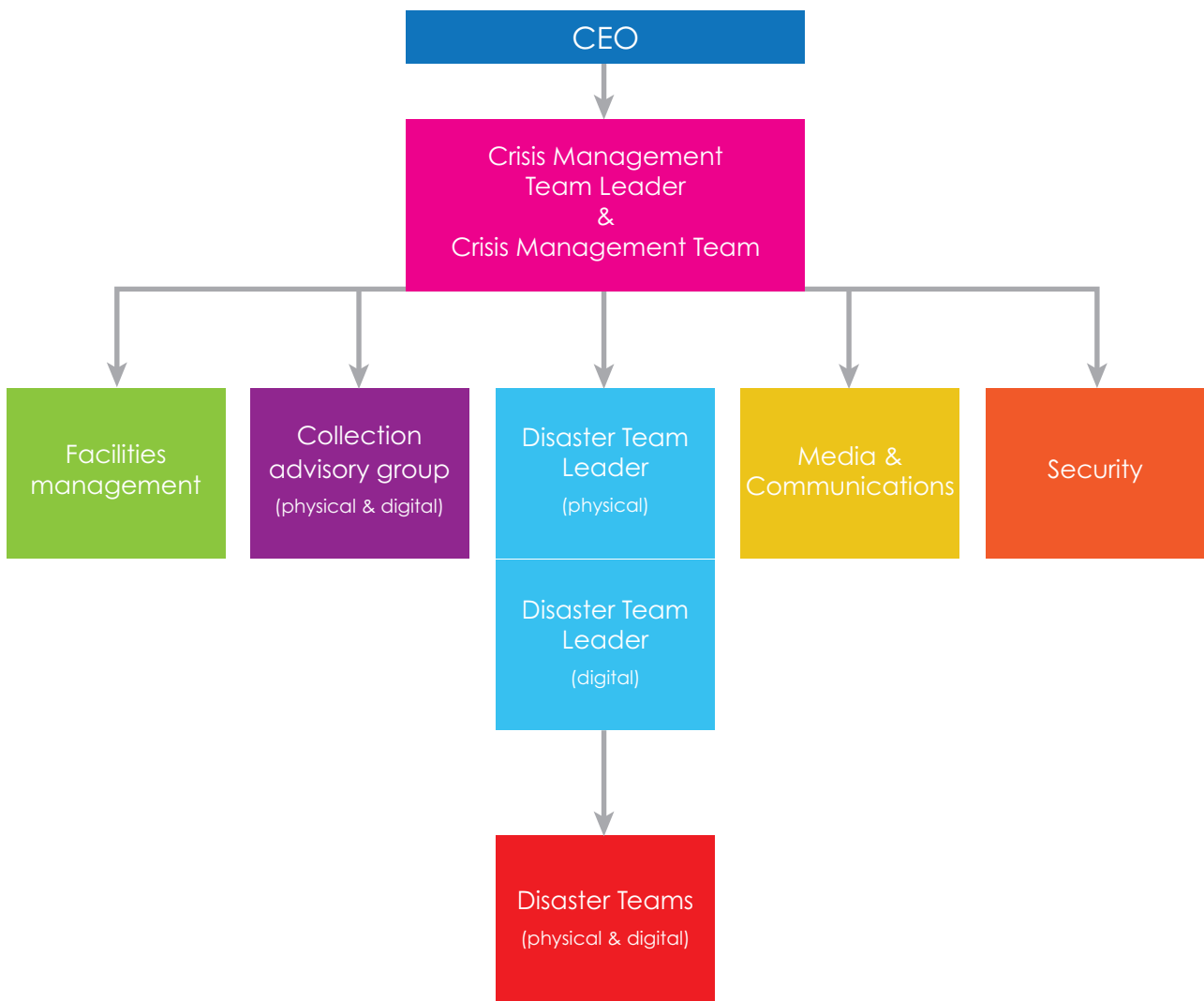
## 5. Preparation - Personnel: Command structure, Disaster Team Leaders, Disaster Teams

### 5.1 Command structure

Command structures are more common in larger libraries. The *Guide* describes their role in helping to co-ordinate responsibilities, response actions and the flow of communication. **(section 6.2.5).**

If a Command structure is useful for your library, you can adapt the chart below which includes options for digital and physical disaster teams.

**Chart B: Example of a Command Structure chart for a large library**



## 5.2 Disaster Team Leaders and Disaster Teams

You will need to appoint and train suitable Disaster Team Leaders and Disaster Teams. You may need separate specialist roles and teams for physical and digital collections – as appropriate for your library and the scope of your Disaster Plan.

These roles are broadly described in the **Guide section 6.2.6**.

The contact details of these staff members will be included in the **Emergency Contacts** list.

### 5.2.1 Disaster Team Roles

The Disaster Team members will have specific roles. It is important that the members are prepared to assist, and are physically and mentally able to undertake the roles required. They also need to be familiar with the roles they may be required to carry out. The need for regular training is discussed in the **Guide section 6.2.10**.

The Disaster Team roles and responsibilities can depend upon how many people are available in your organisation. In smaller organisations, individuals may have multiple responsibilities. Below in **Table 9** are some typical Disaster Team roles. Remember to include backup roles as you prepare your team. You can include details of these roles in your Plan under Personnel.

**Table 9: Examples of Disaster Team roles**

Role title	Description	Staff members P = Physical D = Digital	
<b>Disaster Team Leader (physical and digital)</b>	Leads and guides the whole operation of response and recovery. There may be separate roles for a Physical and Digital Team Leader. May report to a leader e.g. Crisis Management Team Leader	P	D
<b>Salvage staff - digital and physical</b>	Undertake salvage e.g. recovery of water damaged physical collection items or access and reinstall backup copies of digital collections	P	D
<b>Record keeper(s) - digital and physical</b>	Record keepers document damage to physical and digital collections including taking photographs. They record major decisions as well as movement of collections	P	D
<b>Finance officer</b>	Authorises purchase of supplies and equipment	Covering P & D	
<b>Broadcast/mass media coordinator</b>	May require two separate roles depending on scale of disaster and staff skill sets Liaises with the broadcast/mass media	Covering P & D	
<b>Social media coordinator</b>	Keeps the social media up to date	Covering P & D	
<b>Logistics</b>	Equipment and supplies Transport, accommodation Food and beverages Additional human resources – staff and volunteers	Covering P & D	
<b>Health safety and well being</b>	Ensure that disaster responders remain physically safe and mentally positive, through encouragement and acknowledgement. Monitor risk of hazards such as manual handling, dirt and mould. Ensure rest breaks are taken and arrange for health and safety issues to be addressed in debriefing.	Covering P & D	

## 6. Preparation - Collection priorities

### 6.1 Salvage priority list(s)

As described in **section 5** of the **Guide**, before a disaster occurs, it is important to identify the high priorities to compile a **Salvage Priority List**. The priorities will be significant collections, as well as the tools that provide access to these collections. Many libraries list collections at 'category' level (e.g. the rare books collection) rather than recording individual items.

Use **Table 10** below to create one or more tailored salvage priority lists for your library. You can then add your lists to your Disaster Plan.

**Table 10: Salvage Priority List example**

Salvage priority list				
Priority	Physical format	Digital format	Location - physical	Location - digital
<b>Local history collection</b>	Books, paper	Photographs – digital	Ground floor local history room	Stored on server in basement
	Maps	Maps – digital		
	Photographs – analogue	Archived web pages		
	Microforms	Film/video – digital		
	AV (films, videos, analogue sound recordings)	Sound – digital		
	Memorabilia, realia			
<b>Rare books collection</b>	Books, journals paper-based items		Ground floor local history room	
<b>In-house indexes, local databases and finding aids</b>		Digital		Stored on server in basement
<b>Library catalogue</b>		Digital		Stored on server in basement

## 6.2 Surrogate copies, backups and locations

As highlighted in the **Guide**, a Disaster Plan provides an opportunity to centrally 'map' storage locations, surrogate copies, higher quality 'master copies' and backup arrangements. This can be particularly useful for a large library that has many formats and versions of surrogate copies.

You can adapt the list in **Table 11** below to map your library's collection backups, surrogates and master copies, as appropriate and add it to your plan.

**Table 11: Mapping backups, surrogates and master copies**

Backups, surrogates and master copies					
Priority	Location of original	Surrogate type A – master or highest quality copy	Surrogate type B – lower quality copy	Location of surrogates	Location of backups
Local history photographs	Ground floor local history room	Digitised uncompressed	Digitised compressed (access copy)	All digital surrogate types A & B are stored on server in basement	All digital surrogate types A & B are backed up in cloud storage commercial provider X
Local history newspapers (hard copy)	Ground floor local history room	Master microfilm	Duplicate master stored onsite	Basement on site	Masters stored at offsite cold store
Oral history interviews	Server Basement	Digitised uncompressed	Digitised compressed (access copy)	All digital surrogate types A & B are stored on server in basement	All digital surrogate types A & B are backed up in cloud storage commercial provider X
In-house indexes, local databases and finding aids	Server Basement	Not applicable NA	NA	NA	Cloud storage commercial provider X
Library catalogue	Server Basement	NA	NA	All digital surrogate types A & B are stored on server in basement	Cloud storage commercial provider Y

## 6.3 Prioritising collections by type of damage and format

As noted in the **Guide**, prioritising disaster response and recovery is complex and dynamic and will be influenced by the scale of disaster, type of damage (e.g. fire, mould) and format type. Different formats have different 'lead in' times in which you can successfully salvage.

There are a number of useful resources that will help in both prioritising and in undertaking the salvage.

These include the following:

- American Institute for Conservation. (AIC). (2012). *Emergency Response and Salvage Wheel*.
- Heritage Collections Council. (2000). *Be prepared: guidelines for small museums for writing a disaster preparedness plan*. Attachment 4.
- Powerhouse Museum Conservation Department. (2017). *All is not lost: the collection recovery book*.
- State Library of Queensland. (SLQ). (2016). *Counter disaster planning template*. Attachment 16.
- University of Melbourne. (2018), *reCollections; caring for collections across Australia*. (includes freezing, drying and salvage techniques for different types of materials).

You can incorporate these in your Disaster Plan - for example in the Attachments.

Full details of these resources are provided in the **References**.

## 7. Preparation - Emergency equipment and supplies

As the **Guide** discusses, a key part of preparation is having on hand equipment and supplies to assist your organisation to respond quickly and effectively to minimise the damage caused by smaller scale disasters.

The emergency supplies can be as basic or complex as your organisation can afford and accommodate.

Larger organisations may have several disaster kits or 'wheelie' bins located throughout the building and at offsite locations. This reduces the need to move kits from floor to floor and across locations, and minimises critical response times. Your risk assessment and discussions with colleagues will help you decide about the best kind of kit for your library, what should go into it, how many are needed and where they should be located.

Ensure that:

- the location of disaster kits and emergency supplies are recorded on your **site plans**
- disaster kits are checked and replenished following a disaster and annually in conjunction with the update of your Disaster Plan.

The following list of supplies and equipment is a guide only. Suggestions for priority items are in red. You can add quantities to the column on the right hand side. Tailor it to your own library's needs and add your list to the Attachments in your Disaster Plan.

**Table 12: List of emergency equipment and supplies**

Emergency equipment and supplies		
Suggestions for priority items are in red		
Category	Equipment/ Supplies	How many
Communication	Mobile phones, chargers	
	See Stationery - Radio	
Coverings – exterior e.g. roof	Tarpaulin	
	Builder's film	
	Polythene sheeting	
Covering collections	Polythene/plastic sheeting	
	Packing tape	
Cleaning materials & equipment	Cloths and towels	
	Paper towels	
	Brooms, dustpans	
	Buckets	
	Mops	
	Bin liners	
	Rubbish bins	
Disaster kit/bin	Large tub or bin to store disaster supplies	
Drying, interleaving and cleaning materials	Cloths	
	Cotton towels	
	Paper towels	
	Stacks of blotting paper	
	Butcher's paper	
	Pegs	
	Clothes line	
	String	
	Nylon net (for padding out three-dimensional objects)	
	Spun polyester (e.g. Remay®) for separating and carrying fragile objects	
	Weights	
	Pedestal fans	

Table continued next page

Table continued from previous page

<b>Environmental monitoring equipment</b>	Especially equipment for monitoring relative humidity (RH)	
<b>ICT support</b>	<p>UPS</p> <p>External drives (temporary)</p>	
<b>Stationery and documentation equipment</b>	<p>Self-adhesive labels</p> <p>Paper</p> <p>Waterproof pens and pencils</p> <p>Scissors &amp; Tape</p> <p>Camera</p> <p>Emergency tape</p> <p>Writing pads</p> <p>Zip lock bags</p> <p>Clipboards</p> <p>Tags</p>	
<b>Mobile work space</b>	<p>Portable tables</p> <p>Extension leads</p> <p>Torch</p> <p>Spare batteries</p> <p>Miner's lamp</p> <p>Basic tool kit – screwdrivers, hammer, spanners, pliers, nails and screws</p> <p>Craft knife</p> <p>Polythene sheets</p>	
<b>Storage &amp; transport</b>	<p>Plastic crates</p> <p>Freezer bags</p> <p>Archive boxes</p> <p>Trolleys and sack trucks</p>	

Table continued next page



Table continued from previous page

<b>Survival kit</b>	Bottled water	
	Energy bars	
	First aid kit	
	Whistles	
<b>Work health and safety</b>	Safety goggles	
	Dust masks and filters	
	Disposable gloves	
	Leather / other robust protective gloves	
	Protection suits	
	Rubber boots	
	Hand sanitiser	
<b>Other</b>	Floodsax®	
	Sandbags	
	Wet and dry vacuums	
	Vacuum micro attachments	
	Additional pedestal fans	

## 8. Responding – Salvage and Scale

### 8.1 Salvage procedures

**Section 6.3** above provides information about resources that can take you through a range of procedures for salvaging and freezing different types of collection materials which are largely physical.

You can incorporate these into your Disaster plan as Attachments. It is recommended that you also seek the advice of a conservator who can discuss the techniques with your staff and can also assist with training your Disaster Team.

An integrated Disaster Plan will include salvage and recovery procedures for digital collections. Your ICT staff can document these so they can also be added as Attachments.

Salvaging collections also requires record keeping and this is discussed in **section 9** below.

### 8.2 Scale of disaster – impact on responses

As described in the **Guide**, the scale of disaster can vary from a small leak to a major loss of data and impacts on the type of disaster response. Some libraries find it useful to distinguish between the impact and types of responses required in their Disaster Plan. **Table 13** below provides information on how the scale of disaster might impact on physical and digital collections in a medium to large library and can be adapted to your own situation, as appropriate.

**Table 13: Scale of Disaster impacting on responses in physical and digital collections** – adapted by State Library of Queensland (draft internal document) from Colorado State University Libraries Disaster Plan

SCALE	Event type	Collections (Physical &/or Digital) affected	Interruption to library operations	Staff / Services Involvement/ Resolution	External Involvement	Example
<b>LEVEL 1</b>	Event is a minor unforeseen situation calling for immediate action	<b>Physical:</b> Incidental damage only to only few items	nil	Disaster Recovery Team Leader Physical Minimal number of staff required less than 4hrs to rectify	No	Water spill
<b>LEVEL 2</b>	Event limited to a situation affecting an isolated area of the collections or digital services for a short period	<b>Digital:</b> interruption to non-critical services for short time (<2hrs)  <b>Physical:</b> Up to 100 items	Minimal, usually affecting a small areas or use of a service.	Disaster Team Leader Digital Staff specialists with skillset to fix the issue	Possible Suppliers	Small power issue e.g. cable pulled Service failure that may require a restart (e.g. Email virus scanner stops)
			Minimal, isolation of affected area/ collection may be in place for less than 1 day	Disaster Team Leader Physical Requires response/ recovery by 1-3 physical disaster team members Up to 1 week to remediate collection items affected	Yes Department	Small mould outbreak
		<b>Digital:</b> Interruption to non-critical service or critical services for short time requiring an interim solution Failure of non-critical hardware that only affects a small number of users	Minimal services affected Or Limited number of people affected	Disaster Team Leader Digital Digital Disaster Team with specialist skillsets to fix the issue Critical services affected may take 2hrs to restore, or longer as required	Possible Suppliers	Server failure Server environmental conditions outside specified parameters necessitating shutting down services to protect servers Switch fails – may require return to manufacturer Data services affected

Table continued next page

Table continued from previous page

LEVEL 3	SCALE	Event type	Collections (Physical &/or Digital) affected	Interruption to library operations	Staff / Services Involvement/ Resolution	External Involvement	Example
	MEDIUM DISASTER	Event limited to situation affecting whole floor or portion of floor of collections or digital services for a short period	<b>Physical:</b> Up to 500 items	Interrupted services or operations are resumed within 5 working days with zone closure likely	Disaster Team Leader Physical Requires response/recovery by up to 10 Physical Disaster team members	Yes Department	Accidental water sprinkler activation requires moving materials out of the immediate area and closure of stack areas for mop-up
			<b>Digital:</b> Potential for loss of digital data	Sudden power loss affecting ICT services with expected return of service greater than 1 hr Critical environmental parameters exceeded with expected restoration of environmental parameters greater than 10 minutes Failure of core/essential hardware	Disaster Team Leader Digital & Digital Disaster Team members Critical services affected may take more than 2hrs to restore, or longer as required Digital Disaster Team with specialist skillsets to fix the issue	Yes Department Suppliers	Loss of power supplying critical service e.g. Storage Area Network, or servers Unsuccessful generator test resulting in UPS shutdown Core hardware failure Air conditioning failure

Table continued next page

Table continued from previous page

SCALE	Event type	Collections (Physical &/or Digital) affected	Interruption to library operations	Staff / Services Involvement/ Resolution	External Involvement	Example
<b>LEVEL 4</b>	Wide-area disaster involving the entire institution and/ or across multiple locations there is a sudden loss of power to server room with unknown restoration time	Physical: Major portion of collections in repositories damaged/ impacted	Situation lasts over 48 hrs Collections requiring extensive salvage and may not be accessible for more than 40 working days	Disaster Team Leader Physical Facilities Manager Requires response/ recovery by more than 10 Physical Disaster Team members	Yes Crisis Management Team & Team Leader Director CEO & Minister Department	Extensive building damage and infrastructure damage e.g. cyclone
		Digital: Major loss of digital data	Major data loss Loss of critical ICT infrastructure	Disaster Team Leader Digital Facilities Manager Digital Disaster Team with specialist skillsets to fix the issue	Yes Crisis Management Team & Team Leader Director CEO & Minister Department Suppliers	Extensive building And infrastructure damage e.g. cyclone Extensive damage to infrastructure or loss of server room (e.g. catastrophic failure of hardware)

## 9. Responding – Keeping records

In the initial phases of an event, the situation will be changing rapidly. A simple form can be used to keep track of what happens as the disaster situation is unfolding and will provide an invaluable record of the event.

Additionally as the event passes, it is important to document what has occurred, the damage to facilities and collections etc. This is particularly relevant if insurance will be claimed. Some insurers require their assessors be onsite for the initial assessment before you may receive approval for repairs to occur. Photographic and video evidence may be used to facilitate approvals. This should be clarified with the insurers beforehand, as part of the preparation stage.

Below is a table of a disaster Incident record.

**Table 14: Disaster incident record** (Adapted from ALIA Disaster Planning for Libraries, 2010, p. 20 and State Library of Queensland Counter Disaster Planning Template. Incident report form, 2016).

<b>Date and time of incident</b>	
<b>Location of incident</b>	
<b>Name of person reporting incident</b>	
<b>Contact details</b>	
<b>Disaster Team Leader advice</b>	Type of disaster: <input type="checkbox"/> Air-conditioning failure <input type="checkbox"/> Chemical spills <input type="checkbox"/> Fire/smoke <input type="checkbox"/> Insects/rodents <input type="checkbox"/> Pollutants <input type="checkbox"/> Power failure <input type="checkbox"/> Vandalism <input type="checkbox"/> Water <input type="checkbox"/> Other: please specify
<b>Summary of damage to collections</b>	Physical
	Digital
<b>Damage to facilities/infrastructure</b>	
<b>Brief description of incident</b>	
<b>Emergency Services advice</b>	
<b>Disaster Team Leader advice</b>	Priorities & Actions
<b>Communications</b>	Priorities & Actions

An example of a more specific record of collection salvage actions and movement is provided below.

**Table 15: Collection salvage and movement record**

Collection category or item(s)	Number	Damage	Salvage action	Location
Maps collection	M 1-232	Wet on surface	Air dry	Library Office
Local history books bottom shelf (50)	994	Waterlogged	Freeze	Freezer truck
Microfilm masters	Mf 1033	Wet	Rewash	Sent to commercial processor
Photographs	P 10150	Wet on surface	Rinse and air dry	Library Office

You can modify these tables to suit your own library and include them in your Disaster Plan in the section on Response.

## 10. A final step

If you have worked your way through the Guide and Template, you should now have most of your Disaster Plan completed.

As a final step, return to Checklist 1 and review the last steps of training, 'what if' scenarios, and the stages of Endorsement and Revision.

Your library should now be better equipped to safeguard its collections in the event of a disaster.

# References

- Adcock, E. (1998). *Principles for the care and handling of library material*. Paris: IFLA-PAC. Retrieved from: <https://www.ifla.org/publications/node/8712>
- American Institute for Conservation (AIC) & Foundation for Advancement in Conservation (FAIC). (2012). *Emergency Response and Salvage Wheel*. Washington: American Institute for Conservation. Also available to download free as an app. Retrieved from: [https://download.cnet.com/ERS-Emergency-Response-and-Salvage/3000-18495\\_4-75697352.html](https://download.cnet.com/ERS-Emergency-Response-and-Salvage/3000-18495_4-75697352.html)
- Artlab Australia. (2019). Retrieved from: <http://www.artlabaustralia.com.au/>
- Artlab Australia. (2019). Disaster Preparedness Training [workshop notes – internal document]. [http://www.artlabaustralia.com.au/services.php?content=disaster\\_procedures](http://www.artlabaustralia.com.au/services.php?content=disaster_procedures)
- Australia ICOMOS. (2019). Retrieved from: <https://australia.icomos.org/>
- Australian Institute for Disaster Resilience. (AIDR). (2018). *Disaster resilience knowledge hub – Glossary*. Melbourne: AIDR. Retrieved from: <https://knowledge.aidr.org.au/resources/glossary-about/>
- Australian Library and Information Association. (ALIA). (2010). *ALIA guide to disaster planning response and recovery for libraries*. Canberra: ALIA. Retrieved from: [http://www.alia.org.au/sites/default/files/documents/ALIA\\_Guide\\_Disaster\\_Plan\\_Resp\\_Recover.pdf](http://www.alia.org.au/sites/default/files/documents/ALIA_Guide_Disaster_Plan_Resp_Recover.pdf)
- Australian Library and Information Association. (ALIA). (2010). *ALIA disaster planning for libraries* [template]. Canberra: ALIA. Retrieved from: [http://www.alia.org.au/sites/default/files/documents/ALIA\\_Disaster\\_Planning\\_Libsfinal.pdf](http://www.alia.org.au/sites/default/files/documents/ALIA_Disaster_Planning_Libsfinal.pdf)
- Australian Museums and Galleries Association. (AMaGA). (2019). Retrieved from: <https://www.amaga.org.au/>
- Australian National University. Chifley Library. (2018). *Help us rebuild the level 1 JB Chifley library collection 3* August. Retrieved from: <https://anulib.anu.edu.au/news-events/news/chifley-flood-donation-appeal>
- Australian Society of Archivists. (ASA). (2019). Retrieved from: <https://www.archivists.org.au/>
- Brown, H. (2018). Managing disaster preparedness and response for hybrid collections in Australian national and state libraries. *Journal of the Australian Library and Information Association*, 67 (4), 411-433, DOI: 10.1080/24750158.2018.1539903
- Colorado State University. (2016). Disaster scale and recovery operations. In *Libraries disaster recovery plan manual*. Section 5.1, Retrieved from: <https://lib.colostate.edu/images/mps/disasterplanmasterplanwebversion.doc>
- Digital Preservation Coalition. (DPC). (2018). *Digital Preservation Handbook. Glossary*. Retrieved from: <https://dpconline.org/handbook/glossary>
- Floodlines tells Queensland's Story. (2015, 17 February). Sunshine Coast News. Retrieved from: <https://www.sunshinecoast.qld.gov.au/Council/News-Centre/Floodlines-tells-Queenslands-story>
- Heritage Collections Council. (2000). *Be prepared: Guidelines for small museums for writing a disaster preparedness plan*. Canberra: Heritage Collections Council. Retrieved from: [https://aiccm.org.au/sites/default/files/docs/CAN\\_resources2014/beprepared.pdf](https://aiccm.org.au/sites/default/files/docs/CAN_resources2014/beprepared.pdf)
- International Council of Museums Australia. (2019). Retrieved from: <http://icom.org.au/site/>
- National Archives. (UK) *Preservation Master*. (n.d.). Retrieved from: <https://www.archives.gov/preservation/products/definitions/preservation-copy.html>



National Archives of Australia. (2019). *Business continuity and disaster planning*. Retrieved from: <http://www.naa.gov.au/information-management/managing-information-and-records/protecting/business-continuity/index.aspx>

National Library of Australia (n.d.) *Library Preservation Glossary*. Retrieved from: <https://www.nla.gov.au/chg/useful-resources/library-preservation-glossary>

New South Wales State Archives and Records (2014). *Glossary of Recordkeeping terms*. Retrieved from: <https://www.records.nsw.gov.au/recordkeeping/resources/glossary>

Pedersoli J., Antomarchi, C. & Michalski, S. (2016). A guide to risk management for cultural heritage Ottawa: Canadian Conservation Institute (CCI) & International Centre for the Study of the Preservation and Restoration of Cultural Property & International Centre for the Study of the Preservation and Restoration of Cultural Property (ICCROM). Retrieved from: [https://www.iccrom.org/sites/default/files/2017-12/risk\\_management\\_guide\\_english\\_web.pdf](https://www.iccrom.org/sites/default/files/2017-12/risk_management_guide_english_web.pdf)

Records and Information Management Professionals Australasia (RIMPA). (2019). Retrieved from: <https://www.rimpa.com.au/>

Russell, R., & Winkworth, K. (2009), *Significance 2.0: a guide to assessing the significance of collections*. Adelaide: Collections Council of Australia. Retrieved from: <https://www.arts.gov.au/sites/g/files/net1761/f/significance-2.0.pdf>

State Library of Queensland. (2016). *Counter disaster planning template*. Brisbane: State Library of Queensland. Retrieved from: [http://www.slq.qld.gov.au/resources/preserving-collections/salvage\\_damaged\\_collections](http://www.slq.qld.gov.au/resources/preserving-collections/salvage_damaged_collections)

# Additional Australian Resources

## **Australian Institute for the Conservation for Cultural Material (AICCM)**

AICCM provides a range of disaster management resources covering disaster planning, response, fire flood and mould as well as links to help you find a conservator.

<https://aiccm.org.au/disaster>

## **Australian War Memorial**

Useful conservation fact sheets on water and fire damage.

<https://www.awm.gov.au/about/our-work/projects/conservation>

## **Blue Shield Australia (BSA)**

Blue Shield Australia is a national committee of Blue Shield International, one of a network of committees who are committed to the protection of cultural heritage, tangible and intangible, in the event of armed conflict or natural- or human-made disasters. BSA runs an annual May Day program promoting disaster preparedness.

[blueshieldaustralia.org.au](http://blueshieldaustralia.org.au)

## **DISACT**

Example of a partnership between cultural institutions for the protection of public collections in the ACT region – sample Memorandum of Understanding for collaborative working.

[www.anbg.gov.au/disact/](http://www.anbg.gov.au/disact/)

**Heritage Collections Council.** (2000). *Be prepared: Guidelines for small museums for writing a disaster preparedness plan*. Canberra: Heritage Collections Council.

[https://aiccm.org.au/sites/default/files/docs/CAN\\_resources2014/beprepared.pdf](https://aiccm.org.au/sites/default/files/docs/CAN_resources2014/beprepared.pdf)

## **National Archives of Australia**

Resources on business continuity and disaster management including a disaster preparedness manual and guides on recovering fire and flood damaged records.

<http://www.naa.gov.au/information-management/managing-information-and-records/protecting/business-continuity/index.aspx>

## **National Library of Australia**

Example of a collection disaster plan.

<https://www.nla.gov.au/policy-and-planning/collection-disaster-plan>

**Powerhouse Museum Conservation Department.** (2017). *All is not lost: the collection recovery book* (2nd ed.). Sydney: Museum of Applied Arts and Sciences Media.

**Queensland Government.** (2019). *Recover and salvage your records after a disaster*.

Information on how to salvage water-damaged and soiled records, torn or fragmented records and heat-affected or charred records.

<https://www.forgov.qld.gov.au/recover-and-salvage-your-records-after-disaster>

## **Q-Dis Queensland Disaster Information Network**

An online Facebook forum for sharing information on disaster preparedness and planning for Galleries, Libraries, Archives, Museums, Records, Heritage and Keeping Places in Queensland.

<https://www.facebook.com/QDisForum/>

## **State Library of New South Wales**

Resources in drying a wet book and smoke and odour removal.

<https://www.sl.nsw.gov.au/research-and-collections-building-our-collections-caring-libraries-collections/collection-care>

## **State Library of Queensland**

Provides a range of resources on salvaging damaged collections.

<https://www.slq.qld.gov.au/how-do-i/preserve-my-collection/salvaging-damaged-collections>

### State Library of Victoria

Conservation guides include dealing with mould and pests.

<https://www.slv.vic.gov.au/help/conservation-guides>

**University of Melbourne.** (2018), *reCollections; caring for collections across Australia*. Melbourne: University of Melbourne Grimwade Centre for Conservation.

<http://culturalmaterials.net/wp/28-2/managing-collections/counter-disaster-planning/>

## Biographical notes

**Heather Brown** is Assistant Director of Paper, Books and Preventive at Artlab Australia and a professional member of ALIA. Heather also has a part time academic role as the State Library of South Australia's Project Officer for the Library and Information Management Program at the University of South Australia where she lectures to library and archive students. Heather has presented lectures and workshops on preservation in Australia, New Zealand, Singapore, the Philippines, Thailand and India.

**Christine Ianna** is Coordinator of the Reformatting Unit at the State Library of Queensland. Christine is also a Professional Member of the Australian Institute for the Conservation of Cultural Material and works closely with Museums and Galleries Queensland as a moderator for Q-Dis: Queensland Culture and Heritage Disaster Forum on Facebook. She delivers workshops and seminars throughout Queensland related to preservation, conservation, disaster preparedness and digitisation.



[alia.org.au/information-and-resources/disaster-planning](https://alia.org.au/information-and-resources/disaster-planning)  
[blueshielddaustralia.org.au/](https://blueshielddaustralia.org.au/)