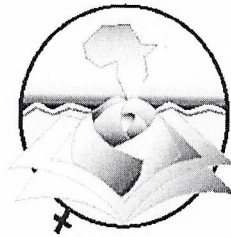


WOMEN'S UNIVERSITY IN AFRICA LIBRARY

Library
Department



549 Arcturus Road,
Manresa Park,
Greendale, Harare,
Zimbabwe

Addressing gender disparity and fostering equity in University Education

LIBRARY DEPARTMENT

1. Disaster Response and Recovery Plan

2. Interpretation

Disaster Response and Recovery Plan (DRRP) refers to a collection of procedures, tools, and policies that are implemented in the process of preparing for, responding to, and recovering from natural or man-made disasters.

Evacuation is the urgent immediate escape of people away from an area that contains an imminent threat, an ongoing threat, or hazards to lives or property.

Risk assessment is the systematic process of identifying, analysing, and evaluating potential risks and hazards that could impact Library operations, resources, and services. It involves assessing the likelihood and potential consequences of various risks and determining appropriate measures to mitigate or manage them effectively.

3. Purpose

The Women's University in Africa (WUA) Library Disaster Response and Recovery Plan aims to ensure the preservation, protection, and recovery of Library resources and services in the event of a disaster. The plan aims to minimise the impact of a disaster on the Library ecosystem, collections, infrastructure, and operations, and to facilitate the swift resumption of essential Library services.

4. Scope

The scope of this Disaster Response and Recovery Plan (DRRP) is to guide the planning and implementation of strategies and actions to effectively respond to and recover from disasters. Therefore, the scope of this disaster response and recovery plan for WUA Library includes:

- 4.1. Women's University in Africa Main Library and Satellite Campus Libraries -The DRRP intends to minimise damage and loss to the Library's physical and digital collections, infrastructure, equipment, and facilities during a disaster. This includes implementing preventive measures, such as fire suppression systems, environmental controls, and secure storage, to reduce the risk of damage.
- 4.2. Ensuring the safety and security of Library staff, patrons, and visitors during a disaster
This comprises establishing evacuation procedures, emergency communication protocols, and safety training to protect individuals from harm.
- 4.3. Preserving access to information resources for Library users. This objective includes identifying critical resources and establishing procedures for their rapid recovery and restoration.
- 4.4. Facilitating the rapid response and recovery of Library operations and services following a disaster. This includes establishing clear recovery procedures, prioritising tasks, and ensuring the availability of necessary resources, such as backup systems, recovery tools, and external support services.
- 4.5. Restoring the Library's infrastructure, technology systems, and networks. This includes developing recovery strategies for Information and Communication Technology (ICT) systems, data centres, communication networks, and other critical infrastructure components to ensure their timely restoration.
- 4.6. Facilitating the coordination and collaboration among Library staff, university administration, emergency services, and other relevant stakeholders during a disaster.

4.7. Ensuring compliance with relevant laws, regulations, and industry best practices related to disaster preparedness, response, and recovery.

5. Risk Assessment

At WUA Library it is essential to identify and evaluate the potential risks and hazards that could lead to a disaster. Several types of disasters can occur, both natural and man-made. Disasters can have a significant impact on people, property, and the environment, and can cause loss of life, injuries, and economic damage. Understanding the types of disasters that can occur and having effective disaster management plans in place can help to minimise the impact of disasters and save lives. The most common disasters in an academic library include:

5.1 Natural disasters include:

- i. Earthquakes
- ii. Floods
- iii. Hurricanes
- iv. Landslides
- v. Lighting strikes
- vi. Tornadoes
- vii. Tsunamis
- viii. Wildfires

5.2 Technological and Technical disasters include:

- i. Industrial accidents
- ii. Chemical spills
- iii. Nuclear accidents
- iv. Explosions
- v. Power outages
- vi. Cyberattacks
- vii. Roof leakages
- viii. Electrical faults

5.3 Human-caused disasters include:

- i. Terrorism

- ii. War and civil unrest
- iii. Mass shootings
- iv. Vandalism and theft
- v. Data breaches
- vi. Sabotage/Vandalism
- vii. Insider threats
- viii. Transportation accidents
- ix. Biological agents
- x. Theft

6. Evaluation of the Potential Impact of these Disasters on WUA Library Resources

6.1 Potential impact caused by natural disasters on Library resources

- i. Floods, hurricanes, or earthquakes can result in direct damage to physical collection. Water damage can cause books, manuscripts, computers, and other materials to become wet, leading to warping, mould growth, and deterioration.
- ii. Loss of irreplaceable materials, including rare books, unique manuscripts, or valuable artifacts.
- iii. Extensive damage to Library infrastructure, including buildings, storage areas, and equipment. Flooding, fires, or intense winds can result in structural damage, making areas unsafe for storing or accessing collections.
- iv. Disrupt access to electronic resources, such as online databases, digital collections, or institutional repositories. Power outages, damage to servers or network infrastructure, or loss of internet connectivity can hinder users' ability to access and retrieve digital materials.
- v. Data loss or corruption of digital resources and systems. Damage to servers, backups, or storage devices can result in the loss of important data, including catalogue records, user records, digitised materials, or institutional records.
- vi. Temporary or prolonged interruption of Library services at WUA. Damage to facilities, infrastructure, or systems can result in the closure of the Library or the inability to offer certain services, such as circulation, interlibrary loan, or reference assistance. This can impact the academic and research activities of Library users.

6.2 Potential impact caused by technological and technical disasters on Library resources and services

- i. Server failures, power surges, or software errors can result in data loss or corruption. This can affect digital collections, catalogue records, user data, and other critical information stored in databases or storage systems.
- ii. Disrupt access to electronic resources and services. Network outages, server failures, or cybersecurity incidents can hinder users from accessing online databases, digital repositories, or Library management systems. This can impact research, teaching, and learning activities that rely on electronic resources.
- iii. Damage to IT infrastructure, including servers, networking equipment, storage systems, or backup systems. This can affect the Library's ability to provide online services, process transactions, or manage digital resources.
- iv. Interrupt or compromise digital preservation efforts. Damage to backup systems, loss of metadata, or corruption of digital files can undermine the long-term preservation of digital collections. This can have implications for the sustainability and accessibility of digital resources over time.
- v. Loss of digital assets and intellectual property. Data breaches, cyberattacks, or unauthorised access can compromise sensitive or proprietary information, including licensed content, research data, or personal user data. This can result in legal and reputational consequences for the University.
- vi. Equipment failures, software glitches, or network outages can result in the unavailability of Library services, such as circulation systems, or online catalogues. This can impact Library users' ability to access resources and services.
- vii. Imposed financial costs on the University for repairing or replacing damaged equipment, restoring data, or implementing cybersecurity measures.

6.3 Potential impact of man-made disasters on WUA Library resources and services

- i. The WUA Library can encounter man-made disasters, such as vandalism or theft, which may result in the loss or damage of Library materials. Thieves may target rare books, manuscripts, computers, or valuable artifacts, leading to their loss or destruction. Vandalism can also result in physical damage to collections, facilities, or equipment.
- ii. The Library can encounter sabotage or deliberate tampering with Library systems which may disrupt operations and compromise the integrity of collections. This may

- include intentional damage to physical materials, altering or deleting digital records, or compromising the security of electronic resources.
- iii. Man-made disasters can include data breaches or unauthorised access to Library systems and databases. This can result in the exposure or theft of sensitive user data, intellectual property, or confidential information. Data breaches can have legal, financial, and reputational consequences for the WUA Library.
 - iv. Man-made disasters can be initiated by insiders, such as disgruntled employees or former employees with access to Library resources. Insider threats can result in the intentional deletion, corruption, or theft of data, as well as damage to infrastructure or collections.
 - v. Acts of terrorism or civil unrest can lead to the destruction of Library facilities, equipment, and collections. WUA Library may be targeted as an institution of knowledge and culture, resulting in severe damage or loss of resources.
 - vi. Man-made disasters can also result from human error or accidents. Mishandling of materials, accidental damage to equipment, or improper maintenance procedures can lead to the loss or damage of Library resources.
 - vii. Man-made disasters can disrupt Library services and operations. Acts of violence, protests, or security threats may require the closure of the Library or the suspension of certain services, impacting access to resources and user satisfaction.

7. Emergency Planning

The WUA Library must develop plans and procedures for responding to disasters, including evacuation procedures, communication protocols, and resource allocation.

7.1 Emergency response

The WUA Library is indebted to taking immediate action to protect people, property, and the environment during a disaster, including search and rescue operations, first aid, fire extinguishers, and the provision of emergency shelter and supplies.

7.2 Recovery and reconstruction

Restoring essential services and infrastructure and supporting affected users to recover and rebuild after a disaster.

8. Response Mechanism to Disasters

The Library will require a coordinated and systematic approach to ensure the safety of staff and patrons and protect Library collections and equipment. There should be ongoing training for staff to prepare them to respond to disasters. The Library can take the following steps when responding to disasters.

8.1 Activate the emergency response plan

The WUA Library should have a comprehensive emergency response plan in place that outlines the steps that staff should take in the event of a disaster. The emergency response plan should specify who is responsible for activating the plan and how to communicate with staff and patrons during an emergency.

8.2 Evacuate the building

In the event of an immediate threat to the safety of staff and patrons, it is crucial to execute a swift and safe evacuation. Staff members should be trained in evacuation procedures, and clearly marked evacuation routes and designated meeting points should be established to facilitate an orderly response.

8.3 Secure the building

If it is not safe to evacuate the building, staff should move to a safe location within the building and secure the entrances and exits. This may involve locking doors, closing windows, and turning off utilities.

8.4 Protect Library collections and equipment

Library staff should take steps to protect Library collections and equipment from damage during a disaster. This may involve covering materials with plastic sheeting, moving materials to higher ground, or unplugging electrical equipment.

8.5 Communicate with emergency responders

WUA Library staff should communicate with emergency responders, such as fire, police, or medical personnel, as needed. Staff should be trained on how to provide clear and accurate information about the situation and the location of the Library.

8.6 Document the damage

After the disaster has passed, the Library staff should document the damage to the building, collections, and equipment in consultation with the relevant University or external department. Use this documentation to support insurance claims and recovery efforts.

9. Responding To Flooding

Flooding can cause severe damage to WUA Library materials, including books, manuscripts, ICT equipment, and archival materials.

9.1 Procedures for Preserving Library Materials During a Flood

9.1.1 Remove wet materials

Immediately remove wet materials from the affected to prevent mould growth and further damage. Staff should wear gloves and masks to protect themselves from mould and other contaminants.

9.1.2 Air dry materials

Materials should be air-dried using fans and dehumidifiers. The temperature and humidity should be carefully controlled to prevent further damage to the materials.

9.1.3 Freeze materials

If air-drying is not possible or if the materials are still wet after air-drying, the materials can be frozen to prevent the growth of mould. Freezing can also buy time for the Library to prioritise recovery efforts.

9.1.4 Prioritise materials for recovery

Libraries should prioritize materials that are most valuable or most at risk for damage, such as rare books, manuscripts, and archival materials.

9.1.5 Clean and disinfect materials

Materials should be cleaned and disinfected to remove any mould, bacteria, or other contaminants. This may involve using a vacuum or wiping materials with a damp cloth.

9.1.6 Restore damaged materials

Materials that have been significantly damaged may require restoration by a professional conservator. WUA Library should work with a qualified conservator to determine the appropriate restoration methods.

9.1.7 Document the damage

The WUA Library should document the damage to materials, including photographs and written descriptions. Use this documentation to support insurance claims and recovery efforts.

10. Protection of Library Resources from theft

To mitigate the risk of Library physical resources such as books, furniture and ICT equipment. The following measures shall be put in place:

- i. Lock all doors after use
- ii. Security personnel should be at the Library entrance
- iii. All ICT peripherals must be secured using cable ties.
- iv. All books must be equipped with tattle tapes to activate security alarms.

11. Response Procedures During a Fire Outbreak

11.1 Evacuate the building

If there is an immediate threat to the safety of staff and patrons, the Library should be evacuated quickly and safely. Ring the fire alarms and bells. Staff should be trained on evacuation procedures, and there should be designated evacuation routes and meeting points.

11.2 Alert emergency responders

Call the fire department immediately and provide accurate and detailed information about the location of the fire, the size of the fire, and any potential hazards.

11.3 Close doors and windows

If it is not safe to evacuate the building, staff should move to a safe location within the building and close doors and windows to prevent the fire from spreading.

11.4 Protect Library collections and equipment

WUA Library staff should take steps to protect Library collections and equipment from damage during a fire. This may involve covering materials with plastic sheeting, moving materials to higher ground, or unplugging electrical equipment.

11.5 Communicate with emergency responders

Library staff should communicate with emergency responders such as fire, police, or medical personnel, as needed. Staff should be trained on how to provide clear and accurate information about the situation and the location of the Library.

11. Medical Emergency Procedures

Medical Emergencies: If anyone is seriously ill or injured:

- i. Notify your supervisor immediately.
- ii. Render the minimum first aid necessary and decide what additional treatment is required (call Fire Department, paramedics, ambulance, or other relevant departments).
- iii. Do not attempt to move a person who has fallen and who is in pain.
- iv. Avoid unnecessary conversation with or about the ill or injured person. You might add to the person's distress or fears, increasing the risk of medical shock. Limit your conversation to quiet reassurances.
- v. After the person has been taken care of and the incident is over, remain available to help the supervisor with pertinent information for a medical report.

12. Power Outage

If a power outage occurs:

- i. Remain calm.
- ii. Help Library patrons.
- iii. In the evening, make use of torches to light up pathways and improve visibility.
- iv. If instructed to evacuate, go to a designated area.
- v. Secure the building from vandalism, intrusion, and fire.

13. Employee Evacuation Procedure

In advance, each member should:

- i. Understand the evacuation plan.
- ii. Recognise the sound of the evacuation alarm.
- iii. Know at least two ways out of the building from your regular workspace.

When you hear the evacuation alarm or are told to evacuate the building:

- i. Remain calm.
- ii. Immediately shut down any hazardous operations.
- iii. Leave quickly.
- iv. The highest-ranking person available on-site in each department is responsible for ensuring all members of his or her department evacuate the area. Additionally, Library staff should ensure that everyone else in the Library is departing as directed.
- v. Accompany and help persons living with disabilities, visitors, and co-workers who need direction or assistance.
- vi. Do not attempt to take large or heavy objects.
- vii. Shut all doors behind you as you go. Closed doors can slow the spread of fire, smoke, and water.
- viii. Proceed as quickly as possible but in an orderly manner. Do not push or shove.
- ix. Once out of the building, move away from the structure.

14. What Entails Proper Evacuation

- i. Planning to ensure the safest and most efficient evacuation.
- ii. Proper planning will ensure multiple exits, and flow lanes, and ensure full, fast, and complete evacuation
- iii. Benchmarks can be established by using best practices and regulations.

15.1 Responsibilities of WUA Library Staff During a Disaster

- i. Alert Users: by means of a bell, whistle, or word of mouth
- ii. The duty Librarian should contact all relevant authorities.

- iii. The Duty Librarian should provide keys for all Exits.
- iv. Library staff should always be at all exit points assisting users.
- v. All users must assemble at the Library roundabout for head counting.
- vi. In certain emergencies (e.g., workplace violence), Library staff members are instructed to leave the facility, if possible. If this is not a safe course of action, then staff should make every effort to find a safe shelter and wait for an All-Clear Signal to be issued by the appropriate authorities.

16. Fire Extinguishing Methods

The WUA Library has fire extinguishers at every entrance and exit point. Training on the use of fire ext Library staff should be trained in the use of fire extinguishers.

17. Recovery

Recovery at WUA Library involves the steps to be taken to minimise the disruption and return services to as near as normal as possible. The elements of Recovery include:

- i. Stabilising the environment
- ii. Cleaning and drying affected areas/materials
- iii. Removing contamination
- iv. Assessing collection items for salvage
- v. Conservation treatment or potential disposal
- vi. Continuing the salvage operation of damaged collection material
- vii. Liaising with outside experts e.g. Freeze-drying services
- viii. Discussing options with insurance providers
- ix. Resuming 'normal' services in a staged way as the library becomes operational and can provide access to some physical and digital collections. This will involve keeping users informed about what services are available, opening times, and any special support for communities affected by the disaster.
- x. Debriefing sessions with the disaster team and relevant personnel on the cause of the disaster and reviewing all stages of the disaster plan to make improvements as required
- xi. Replenishing disaster supplies and adding new equipment and materials
- xii. Social recovery - debriefing staff, providing counselling as required to ensure well-being

xiii. Providing briefings, formal reports, and presentations.

17.1 Data Backup and Recovery at WUA Library

- i. Ensure only authorised users have access to the Library systems and databases.
- ii. After a disaster, assess the extent of the damage to determine the impact on data and the ICT infrastructure.
- iii. The Library staff should prioritise critical data that needs to be recovered first. This may include student records, catalogue records, and research data.
- iv. If the University has off-site backups, initiate the restoration process. The Library staff should contact the off-site backup provider and work with them to restore the data to new or repaired systems.
- v. If on-site backups are available and undamaged, salvage the backup media and restore the data to new or repaired systems. Use backup software or services to restore the data and verify its integrity.
- vi. Engage data recovery specialists if backups are unavailable or damaged.
- vii. If the IT infrastructure has been damaged, rebuild or replace the hardware, servers, and networking equipment as necessary to meet the university's needs.
- viii. Once restored, evaluate the data for integrity and accessibility.
- ix. The Library can review and enhance the backup procedures based on the lessons learned from the disaster. Consider implementing more robust backup strategies, such as off-site backups, cloud-based solutions, or redundant storage systems. Regularly evaluate and validate backups to ensure their reliability.

18. Training and Awareness of Library Staff

There is a need for WUA Library staff to get training sessions on emergency procedures, safety protocols, and the specific steps in disaster recovery. These trainings should be an ongoing process to keep staff with adequate knowledge and skills on disaster recovery.

19. Roles and Responsibilities

Roles	Responsibilities
Librarian	Overall operations control

Library Committee	Oversee the implementation of the Disaster Response and Recovery Plan
Internal Audit	Identifying and assessing potential risks that may impact Library operations
Works and Estates	Provide technical support in disaster prevention and recovery


20. Effective Date

This plan will take effect when approved by the University Council.

21. Review

The right to amend this plan shall vest with the Library Committee of the Women's University in Africa on advice from the Council. Revision of the WUA Library Disaster Response and Recovery Plan shall be in 3-year cycles, but new suggestions for improvement shall be incorporated as they rise.

22. Document Control

Document Name	Disaster Response and Recovery Plan	 WUA
Version Reference	003	
Document Owner	Librarian	
Classification	Private until approved	
Approved by	Date _____	

23. Key Emergency Contact Details

Department	Contact Numbers	
	WUA	External (Public)

Fire	Extension 360	993 0242 720206/ 0242 783984-7
Police	Extension 380	0242 995 0242 748836/77651
Ambulance	Clinic	EMRAS-Harare Mobile 0772141610 / 0772792800 Landline 0242-797479
Emergency Call Centre	Extension 360	0800 3222 911 0242 705905