City of Albany

Publication

Records Disaster Recovery

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1.0	Senior Team Leader Records	Final. Approved by Executive Management Team	21/11/2018
1.1			

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Objective

1. This Records Disaster Recovery Management Plan enables staff to prepare for, respond to and recover from disasters that affect records held by the City of Albany.

Scope

2. The Disaster Recovery Management Plan refers to all City of Albany records in both digital and paper format. Specific emphasis is placed on water damage to records as this is considered the most likely disaster to occur.

3. A disaster recovery plan is essential to ensure the swift, efficient and effective resumption of the City's record keeping responsibilities, ensuring there is minimal impact on City operations.

Context

4. Key trigger events which may lead to the activation of the Records Disaster Recovery Plan are, but not limited to:

    - Water damage (broken pipes, flooding);
    - Significant fire damage;
    - Partial or total loss of the building;
    - Building equipment or failure (structural or design deficiencies, plumbing problems, faulty wiring);
    - Criminal behaviour (vandalism, theft or arson);
    - Power loss or electrical surge;
    - Insects, rodents and other pests;
    - Media deterioration;
    - Acts of war, terrorism and sabotage; or
    - Natural disasters such as cyclones, earthquakes, bush fires etc.

Legislative and Strategic Context

5. The State Records Act 2006 states that all Government Authorities, including local governments, are required to have a Record Keeping Plan. This plan must include a Records Disaster Recovery Management Plan which details responses to each emergency from a Records Recovery perspective.

Review Position and Date

6. Senior Team Leader Records to review annually on or before 30 June.

Associated Documents

7. Record Keeping Plan 2018.

Records Storage

Areas	Location	Types of Storage
Archive Room	North Road Administration Building	Property files, Archived permanent records, minute books. Not fireproof. Climate controlled.
Records Room	North Road Administration Building	Compactus Secure Not fireproof
Human Resources	North Road Administration Building	Lockable medium storage (filing cabinets) Personnel files.
Planning and Building	North Road Administration Building	Compactus
Depot	Mercer Road	
Albany Leisure and Aquatic Centre	Barker Road	

OFF SITE RECORDS STORAGE

Area	Location	Types of Storage/Files
Albany Records Management	Stead Road, Albany	Secure climate controlled facility. Shelving stores Archive boxes.

ACTIONS

Pre Emergency

1. Establish an Emergency Response Team to deal with Records Disaster Recovery;

    a. Role of the Emergency Response Team (Records):

        - Responsible for coordinating an integrated response to emergencies from a records recovery perspective.
        - Ensure the safety and recovery of records in the event of a disaster.

    b. Committee Composition:

        - The Emergency Response Team (Records) will consist of the Disaster Recovery Coordinator, Manager IT, Senior Team Leader Records, Records Coordinator and Records Officers.

    c. Team Accessibility:

        - Members of the Emergency Response Team (Records) must be contactable by telephone in the event of after-hours callout.

    d. Team Skills:

        - Team members will be trained in response and recovery techniques, and have a sound knowledge of preparation, recovery and risk assessment.

    e. Meetings:

        - The Emergency Response Team (Records) will meet annually to assess and review the Records Disaster Recovery Management Plan. The meeting should occur prior to June 30 of each year.

EMERGENCY

Immediate Response.

- Contact Emergency Response Team (Records) members and provide known details of the emergency.

- Ensure that the Emergency Response Team (Records) do not enter the site until given clearance by the officer controlling the emergency.

Short Term Response.

- Determine the response required (flood, fire etc.).

- Carry out a full assessment of appropriate actions before the recovery effort begins.

- Protect those records not damaged which may be in proximity to any recovery action.

Assessing Damage to Records

Determine Which Records are Affected

- What records are affected by the disaster?
- What physical format are the records (e.g. paper, photographs, maps and plans).

Determine the Extent of the Damage

- What damage has been done to the records?
- Can the damage be repaired?
- Are the records stored in boxes?
- Are the boxes wet, but the contents dry?
- Are the records wet, damp, only a little bit wet, or soaked?

Identify Recovery Priorities

- Use the vital records recovery list or recovery priority list to determine which records you need to recover first.

Determine if you need Expert Assistance

- Identify and determine if you need to call in expert assistance for the recovery. This will depend on:
    - Nature and severity of the disaster.
    - Quantity of records affected by the disaster.
    - Extent of the damage to records (is it minimal impact on a few records or severe damage to many records? If large quantities of records have been affected by water, it may be necessary to freeze the records until they can be dealt with).
    - Is mould growing on the records? Is it 48 hours since the disaster occurred?
    - Does the organisation have the expertise and resources required for recovery? Can you use internal resources for the recovery process?
- If assessment supports the use of an external disaster recovery specialist, liaise with the Disaster Recovery Coordinator and the City's Insurer.

Recovering Records

Once priorities have been identified as part of the recovery process, the recovery operations can commence. You will need to:

Organise a Location

The location used to recover records must:

- Be secure and not affected by the disaster.
- Have appropriate space to spread records out (preferably on benches or tables, not the floor).
- Be accessible if you are using trolleys to move records.
- Have power and a phone, and if required, network access.

Organise necessary equipment

You may need the following items:

- Fans.
- Dehumidifies.
- Trolleys.
- Absorbent paper towel, lint free cloths.
- Pen and paper to document recovery actions taken.
- Rubber gloves and dust masks (these will be required if mould has developed.

You will also need the items located in the Disaster Bin.

Disasters Involving Fire

The recovery of burnt records can involve the following damage:

- Soot/smoke;
- Burnt edges;
- Melted coverings such as plastics; and
- Possible water damage.

Burnt records can be frozen as a first response to preserve and protect against further deterioration, but any restoration other than basic cleaning, rebinding and rehousing should be left to experienced conservators.

Disasters Involving Water

Air drying of records must be undertaken within 48 hours of a disaster if no access to freezing of affected records is available.

Freezing is a useful option as:

- It stops the growth of mould and mildew while the record is still frozen;
- It may stop bindings from warping, depending upon the method of drying;
- It stabilises water soluble materials such as inks and dyes; and
- It will allow time for the Disaster Recovery Team to plan for recovery and restore buildings and equipment ready for the records.

It is ***not advised*** that vellum, photographs, negatives or electronic media are frozen. These records should be air dried as soon as practicable.

If freezer facilities are not available, the following processes should be implemented:

Books and Volumes

- If not too wet, stand upright and fan out pages.
- If too wet, interleave the pages with absorbent paper towels. Replace the paper towelling regularly until pages are dry. Note: do not overdo the interleaving and put in too many sheets of paper as this may distort or break the book's pine.
- Tunnel airflow from fans through books to aid the drying process.
- DO NOT use heat to dry books as it will encourage mould.

Pamphlets and small bound items

- Hang over racks or improvised washing lines made of string.
- Tunnel airflow from fans through items to dry them.
- DO NOT use heat to dry items as it will encourage mould.

Files

- Files should be removed from boxes or shelves and laid flat in small bundles.
- Interleave the bundles with absorbent paper towels. Replace paper towelling regularly until pages are dry. Ensure that the original order of the file is maintained.
- Glossy papers should be fully separated and interleaved or frozen.
- Tunnel airflow from fans through items to dry them out.
- DO NOT use heat to dry files as it will encourage mould.
- If metal clips are used in the files, replace these with plastic clips to ensure that rusting clips do not damage documents.
- If coloured file covers are used and ink is seeping into the documents, you may need to replace the file covers. If replacing file covers, accurately record all information from the old file cover to the new file cover.

Maps and Plans

- Unroll and stack flat up to 10 items.
- Interleave with absorbent paper towel and press dry.

Photographic Prints

- Can be air dried if treated rapidly.
- Remove photographs from mounts or separate from each other to prevent the emulsion sticking.
- Rinse with cool water if necessary. Do not touch or blot surfaces.
- Place emulsion side up on absorbent paper towels or lint free cloths or hang by placing clips on non-image areas, ensuring there is no overlap.
- If wet, immerse in clean cold water in polythene bags. Send to a processing laboratory within 2-3 days for reprocessing and drying (except historic photographs).

Photographic Negatives

- Remove negatives from envelopes.
- Wash in clean running water.
- Hang to dry or lay flat with emulsion side up.
- If wet, negatives can be sealed in polythene bags and placed in plastic rubbish bins under cold clean running water while the negatives are still wet. They should be transferred to a laboratory within three days.

EMERGENCY CONTACT INFORMATION		
City of Albany	102 North Road, Yakamia	6820 3000
City of Albany Depot	Mercer Road, Lange	A/H Emergency 6820 3940
Disaster Recovery Coordinator	City of Albany	0417 939 269
External Emergency Services		
Ambulance		000
Fire Brigade		000
Police		000 for emergency or 98 929300
Albany Regional Hospital		98 922222
South Coast Security		0417 964 102
State Emergency Service	Albany	0417 964 879 or 98 412 400
Water Corporation	Albany	13 13 75
Western Power	Albany	13 13 51

EXTERNAL EQUIPMENT REQUIRED	
Freezer Facility	The Big Chill Mobile Cool Room Hire 9842 2897
Fumigation Services	Great Southern Pest & Weed Control 984203727
Pest Control Services	Great Southern Pest & Weed Control 984203727
Transport	City of Albany
Portable dehumidifiers and air conditioners	Coates Hire 6819 6000 Carpets, Windows and High Pressure Cleaning 0427206006 Suttons Carpet Cleaning 9841 8863
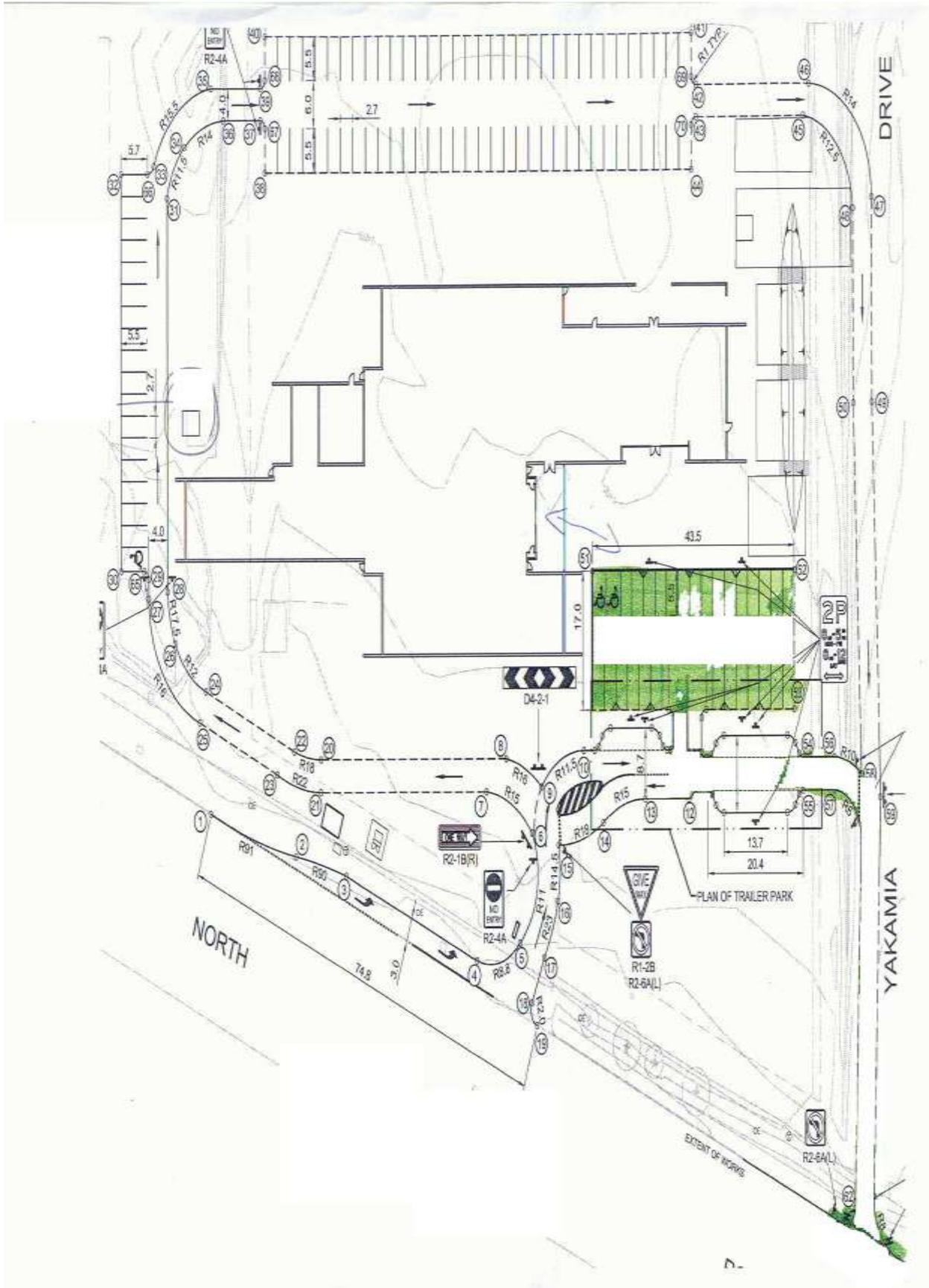
ALBANY ADMIN & CIVIC CENTRE - EVACUATION ZONE PLAN

ZONE 2

ZONE 1

ZONE 4
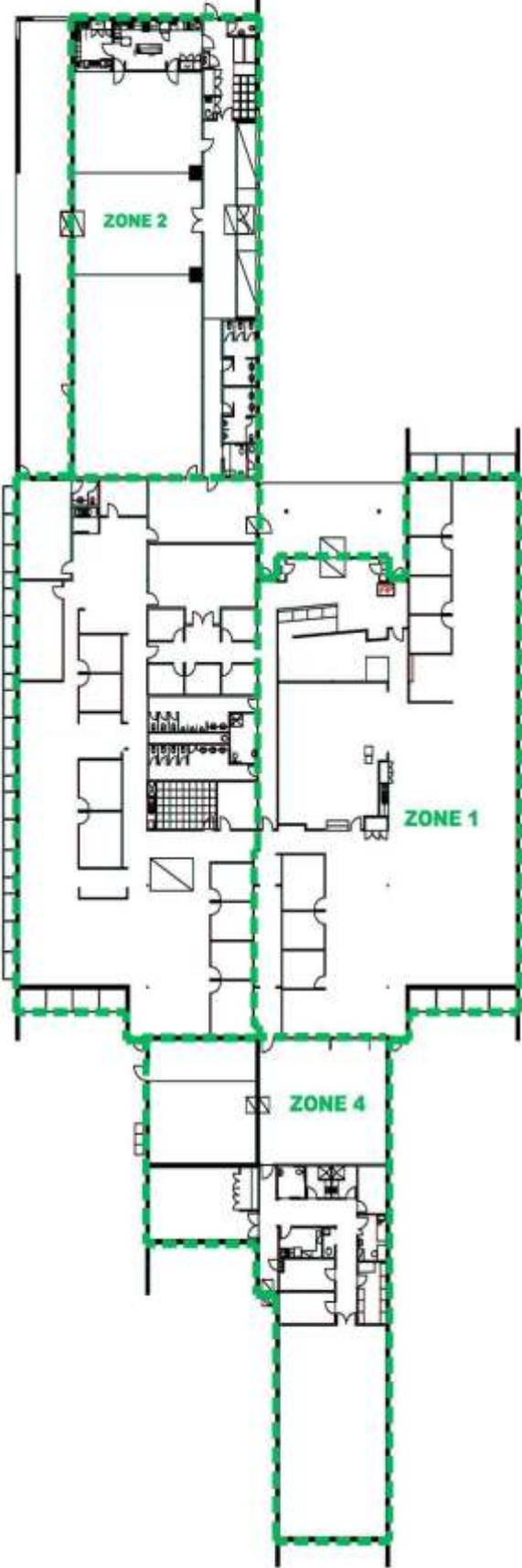
LEGEND

FIP FIRE INDICATOR PANEL

EVACUATION ZONES

4/7/2005 4:29:39 PM

WESTSIDE
FIRE SERVICES