

AGA KHAN UNIVERSITY
Guidelines, Policies and Procedures

Policy Name	Library Disaster Management Policy
Policy Number	AKU-K/LB/PL/DM - 001
Approved by	Associate Vice Provost & University Librarian
Date of Approval	23 rd September 2021
Contact Office	Office of the University Registrar

1.0 PURPOSE / INTRODUCTION:

The purpose of this document is to present some general guidelines for disaster preparedness and specific steps for emergency response by the Aga Khan University Library-Kenya Campus staff. Included in this policy is a description of steps to be taken in case of a disaster and precautions to take to prevent or minimize disaster risks. In this document are contacts of responsible departments or individuals within and out of the larger AKUH-Nairobi.

Specific emergencies addressed here are Fire emergencies, Power outages, Flooding (Water damages), Accident and emergencies, Disruptive behaviour, and Theft and destruction of library materials. In each emergency, there's a preparedness and response phase. Other general disaster preparedness and response requirements, including supplies for the same, will be in the appendices at the end of the policy outline.

2.0 POLICY STATEMENT:

This policy outlines the process for dealing with disaster at the Aga Khan University, Kenya Library.

3.0 DEFINITIONS (WHERE APPLICABLE):

A disaster is defined as a serious disruption of the functioning of a community or a society involving widespread human, material, economic or environmental losses and impacts which exceed the ability of the affected community or society to cope using its resources (UNISDR, 2009)¹.

4.0 SCOPE / RESPONSIBILITIES:

This policy applies to all eligible users of the AKU library in Kenya.

5.0 POLICY CONTENT:

5.1 Contents

1. Fire Emergencies
2. Power Failure.
3. Flooding/Water Damage
4. Accident and Medical Emergencies.
5. Disruptive Behaviour
6. Theft and Destruction of Library Materials.
7. Loss of Library Materials
8. Mitigation
9. ICT and Data loss

5.2 Disaster preparedness and mitigation

1. Fire Emergencies

Fire outbreaks may be caused by an electrical fault, arson, accidents, lightning etc.

Preparedness

- a) The relevant Officers will ensure regular and routine maintenance exercises
- b) Undertaking regular fire drills will be conducted by the Security management teams of the building.
- c) The library staff should know general evacuation procedures and understand specific roles during evacuation.
- d) Staff members are to be trained to use fire extinguishers and know when it's appropriate to do so. Library staff should also be acquainted with the number of fire extinguishers in the library and other areas and where they are placed within the premises.
- e) The building should have smoke detectors that go off immediately when they sense smoke.
- f) Panic buttons are in place to be pressed immediately if any fire-related emergency is detected.
- g) Fire exits in the building should be immediately opened when the fire is detected.

Fire Response

- a) Pull the nearest fire alarm. This will mean evacuating the building immediately. Clear the area immediately, and in the evacuation process, close doors upon leaving the building to isolate the fire.
- b) Immediately fire is detected, switch off power from the mains and put on flashlights if it's at night.
- c) In case of a fire emergency, contact the persons and departments in Appendix A.

Fire extinguishers.

- a) Staff and patrons should not try to extinguish fire unless it's small and they are trained in operating it.
- b) When the fire extinguisher is operated, the extinguishing agent is expelled by continuous pressure steam. Don't throw the extinguisher in the fire-it may explode.
- c) Evacuate a distance of at least 500 feet from the building and remain out of the way for emergency personnel.
- d) Members should meet at the designated area to assist in accounting for all personnel and patrons.
- e) Notify security or firefighters on the scene if you know or suspect someone may be trapped in the building.
- f) Do not return to the building after a fire alarm unless the authorities instruct.

2. Power Failure.

Preparedness

- a) There are backup lights that go on immediately after the power goes off.
- b) There is a standby generator that goes on automatically lights go off.
- c) The panic button should be in good working condition in case of a threat.

Response.

- a) Always remain calm
- b) If the outage occurs outside normal business hours or at night and emergency lights do not go on, identify the problem and notify relevant authorities.

3. Flooding/Water Damage

Flooding is caused by water from broken pipes, roof leaks and storms.

Preparedness.

The AKU library is on the 2nd and 3rd floors of the University centre building and far away from water and drainpipes and is therefore not likely to flood. Liquids should, however, not be introduced into the library area.

4. Accident and Medical Emergencies.

These would usually be accidents like falls and emergency illnesses.

Response.

- a) In case of medical emergency like human accidents, call the hospital casualty and security (Appendix D)
- b) Apply first aid measures if only you know what to do.
- c) If other users volunteer to assist, use them in ways that do not require any decision on their part or put them in jeopardy.
- d) Take no further action until safety and security personnel have arrived.

5. Disruptive Behaviour

The general hints for dealing with disturbed patrons are as follows:

- a) Remain calm
- b) Repeat your request if necessary
- c) Do not argue with outrageous remarks
- d) Be explicit
- e) Stay in control of the situation; do not allow the patron to manipulate you.
- f) Avoid humour or personal remarks
- g) Alert other staff members when strange behaviour occurs
- h) Be considerate; listen to the whole explanation even if you have heard it a thousand times before
- i) Offer a choice of actions or alternatives if you can
- j) Be a team player when confronting a disturbed patron; get help.
- k) Do not try to handle it alone. Ask another staff member to watch the person while you call for help.

- l) Support to another staff member who has had to confront a disturbed patron. Never try to retain or detain a patron forcefully. Do not touch a disturbed patron.
- m) Call security for assistance.
 - a. (Adapted from "Twelve Commandments", by Marianne Steinberg; Social worker at the Crisis Centre, San Francisco²).

6. Theft and Destruction

6.1 Theft of Personal Property from a patron

- a) Be supportive and helpful to the patron, but do not say anything which could be construed that the library has any responsibility for the loss.
- b) Let the patron report the incident to the security desk. The security officer will call the security office to send another full report from the patron
- c) Only the victim can report to security after talking with library staff members.
- d) Where crime is proven to have been committed by qualified investigative personnel, as reported by the victim, the law of the land will be applied

6.2 Theft of Library Materials

- a) Users should be wary of taking away library materials without permission from library staff and following the due procedure
- b) Where the librarian proves no intention to steal, the culprit will be warned, and access to the library will be withheld for one week and duly noted in the occurrence book.
- c) A repeat offence will attract a library ban for a semester
- d) In case of a break-in and where the criminal intent is adjudged, the law of the land shall be applied.
- e) Stolen items must be returned/paid back.

6.3 Destruction of Library Materials

This includes writing in books, cutting out pages, damaging furniture, using library materials destructively, etc.

- a) Tell the patron to stop if the action seems accidental, unintentional, or fairly minor.
 - i. If the patron is cooperative, and this is the first offence, you may want to handle the problem locally, i.e. explain to the patron that they will have to pay for the replacement or repair of the material, etc.
 - ii. Have the incident entered in the occurrence book (OB).
 - iii. Use your judgement but call for help from the supervisor if you've any doubts.
- b) If an action seems deliberate and seriously destructive, call security.
- c) Try to keep the patron in view; observe but do not approach him/her-let security.
- d) When the security officer arrives, identify the offender to the officer. The officer will secure the damaged materials as evidence.
- e) If the person leaves the area, take down a detailed description and formally complain to security.

7. Loss of Library Materials

- If an item taken out by a user is lost or irreparably damaged, they shall be required to replace that item in the procedure.

8. Mitigation

- a) All damaged items that can be restored should be repaired and restored.
- b) In case of a guilty party, they should bear the responsibility for the restoration.
- c) Those that cannot be repaired shall be replaced with what is currently on the market and users. The latest editions of books shall replace older ones.
- d) All library materials are within lockable rooms and cabinets to ensure safety.
- e) CCTV cameras monitor the premises round the clock to monitor activity, and it is possible to identify misdemeanour and correct it.
- f) The security personnel shall check materials entering and leaving the premises/library to deter any wrongdoing.
 - i. If necessary, they shall frisk persons entering and leaving the premises to be sure.

9. ICT or Data Loss

To rectify and recover computer data or breakdown of ICT systems and software, the institutional Business Continuity and Disaster Recovery policy and procedure shall be employed and followed to the letter.

6.0 RELATED DOCUMENTS:

Business Continuity and Disaster Recovery

7.0 REFERENCES:

1. UNISDR (2009) UNISDR Terminology on Disaster and Risk Reduction.
<http://www.unisdr.org/eng/terminology/UNISDR-terminology-2009-eng.pdf>
2. http://img.lib.msu.edu/preservation/disaster_manual.pdf. Adapted from “Twelve Commandments”, by Marianne Steinberg; Social worker at the Crisis Centre, San Francisco.

8.0 APPENDICES:

8.1 Emergency Calls

Contact	Telephone Ext
Circulation and Information Desk	1127, 2039, 1126
Arnold Mwanzu: Associate University Librarian, East Africa	2176
Dr Peter Gatiti: Associate Vice Provost & University Librarian	2645
AKUHN-Switch Board	0
AKUHN Casualty Reception	3662021
AKUHN Casualty Manager	3662022
Kenya Police Hotlines	0538010531; 0538010532; 0202724154; 0203556771