



## Riley Dunn & Wilson Ltd.

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*Disaster Recovery Scheme*  
FOR BOOKS + DOCUMENTS



®

*Collective Trade Mark of PACR  
Accredited Conservator-Restorer*





## *Disaster Recovery Scheme*

FOR BOOKS + DOCUMENTS

## *About the Scheme*



Despite our best efforts to avoid the worst situations, disasters do still occur, with all the consequent upheavals to continuity of service provision and possible loss or damage to valuable holdings and information or records.

It is recognised that, whilst disaster prevention must still be given the highest of priorities for libraries, archives and museums as well as for any Governmental department, institutional, private, commercial library holdings or legal depositories, the expensive nature of any salvage work and subsequent cost of restoration of service can best be mitigated by being fully prepared, for both minor and major incidents.

In this country, most practitioners and professionals comfort themselves that a disaster will seldom, if ever, affect their collections. The destruction of Norwich Central Library and Record Office by fire in 1994, the most serious loss to any UK library since the Second World War, stimulated action amongst many custodians, risk managers and librarians, not to say insurance companies and loss adjusters. The result is that in the last fifteen years, many more collections are now protected by a Disaster Control Plan and a programmed course of management actions to be taken should these planned precautions fail.

For over forty years Riley Dunn & Wilson Ltd. have built up professional technical expertise in the salvage and restoration of paper based library stock, legal documents and bindings, following fire, flood or explosive damage. Many events turn out to be less expensive than originally thought, because of our skills and expertise. Nowadays, for instance, smoke damaged library books can be successfully cleansed, deodorised and quickly reinstated at costs well below those of replacement.

Our expert advice is initially instantly given by telephone, and emergency teams of trained staff are available to travel at short notice to disaster sites. For wet or severely burnt books and documents, our skilled, professionally equipped and experienced staff's recovery methods have frequently been used to repair, restore and salvage many collections, including those damaged at Norwich and Bristol, in numerous major fires in school libraries, in the Bishopsgate terrorist bomb and in floods, such as those in Florence and Perth. Our expertise has also been recognised by the Department of Energy in Scotland, on whose behalf we were employed as Consultants on the Ocean Odyssey North Sea Rig disaster to recover log books.

Riley Dunn & Wilson's Disaster Recovery Registration Scheme has now been successfully operating for over ten years and guarantees you priority response and ensures peace of mind, as well as helping to satisfy your insurance company and their loss adjuster.

Full details and conditions of the Scheme are contained in the following pages, together with a cut off application form on the back page. We invite you to post the completed application form back today to the address shown, to make sure that you are fully prepared if disaster strikes.



# Registration Procedures & Service Details

## I Eligibility

Any UK Libraries, Museums, Archives, commercial or private collections, legal depositories containing predominantly book and paper based materials, either on an individual or group basis, are eligible to apply for membership of the Scheme.

Applicants will be asked to meet the following qualifying conditions within twelve months of first registering with the Scheme:

- I.1 Provide evidence of existence of current, up-to-date Disaster Control Plan\* or similar policy document and,
- I.2 Through staff induction training and continuing training and awareness programmes, ensure the effectiveness of the Disaster Control Plan to minimise risk of exposure to the effects of a disaster and,
- I.3 Have Disaster Salvage Equipment and Materials Boxes or Trolleys or other fully stocked facilities at or near the site of books, documents or archives at risk and,
- I.4 Deposit a copy of their Disaster Control Plan with Riley Dunn & Wilson Ltd's Disaster Recovery Scheme Office and,
- I.5 Categorise priority collections and items by location/description in order of those to be salvaged first (primary), second (secondary) and others (low priority) and,
- I.6 Provide a named person and a named deputy, with appropriate contact details, who are the first and second contacts for Riley Dunn & Wilson Ltd's Disaster Scheme Office. These people are responsible for ensuring eligibility status is valid at all times and for informing Riley Dunn & Wilson Ltd. of any significant changes (e.g. contact names, personnel, addresses, telephone nos).
- I.7 To confirm eligibility status (i.e. I-I.7) to Riley Dunn & Wilson. once a year by means of the Annual Renewal Notice.

*\* Riley Dunn & Wilson Ltd. are able to provide advice in drawing up a suitable Disaster Control Plan. Please contact the Office for help.*

## 2 Service Commitments

Where appropriate, the Disaster Recovery Scheme Officer, following analysis of your Disaster Control Plan, will offer **advice** on any areas of weakness, omission or neglect revealed in the submitted Plan.

*Please note that despite acceptance into the Scheme, Riley, Dunn & Wilson Ltd. do not accept responsibility for the workability of the Disaster Control Plan or any subsequent advice given.*

Provided current registration conditions are fulfilled, Riley, Dunn & Wilson Ltd.'s Disaster Recovery Scheme Office will commit itself to provide any of the following services as appropriate, to which Scheme Members will have **priority\*\*** access:

*\*\*An immediate response will be made but in the unlikely event of multiple calls on these services, Riley, Dunn & Wilson Ltd. reserve the right to provide services on a first notified sequential basis.*

## Registration Procedures & Service Details



- 2.1 **A 24 hour, 365 day telephone emergency advice line service** with the provision of two mobile telephone contact numbers. Immediate expert advice will be provided free of charge, as to appropriate actions within the circumstances prevailing.
- Please note that no liability can be accepted by the Company or its staff for any damage directly or indirectly resulting from such advice as it is given freely without sight of the damaged material and is based on externally reported information.*
- N.B. Specialist referral contacts for recovery and conservation of photographs, slides, film, microforms and electronic data and images can be advised to you free of charge by the emergency advice line service.
- No liability can be accepted by Riley Dunn & Wilson Ltd. for any subsequent advice given or actions taken.*
- 2.2 **An initial on-site assessment visit** immediately following any fire, flood or explosion disaster, by one of our expert advisors, where required. The first day of this service is free of charge to Scheme Members.
- 2.3 **Rapid Response Teams of trained staff** equipped appropriately to help and advise with any salvage, packing and sorting of material, which is either already damaged or at risk of damage. One of the teams will be available, if necessary, to travel as soon as can be practically arranged to the disaster site or nearby location. Costs for travel, subsistence and labour incurred as well as consumable materials used, will be chargeable to the Scheme Member.
- 2.4 Provide, if required, arrangements for **recovery and transportation of damaged material** offsite to a safe area – normally a Riley Dunn & Wilson Ltd. bindery – for further **sorting, listing and stabilisation of the material** (drying or deep freezing) by our resident teams of salvage staff. This service is chargeable to the Scheme Member.
- 2.5 Organisation of **deep freeze facilities** or **freeze drying** as appropriate for wet paper based materials. If incurred – space rented and onward transportation costs – are chargeable to the Scheme Member. Freeze drying charges will be payable at cost by the Scheme Member.
- 2.6 Production of a free of charge **written report on our findings** and **salvage recommendations** with **estimated costs** to the Registered Scheme Member, with copies sent to loss adjusters or insurance companies if required. The Company will also offer to host damage claim presentations in our bindery and technical discussion with insurers and loss adjusters on behalf of, and in conjunction with, Registered Scheme Members.
- 2.7 **Preferential service**, within the limitations of capacity, to carry out any agreed **restoration treatments** as quickly as possible.



# Registration Procedures & Service Details

## 3 *Annual Costs of Membership*

Annual costs of membership of Registration Scheme:

Single site cover membership	£149 + VAT per annum
2–10 sites cover membership	£249 + VAT per annum
11–20 sites cover membership	£349 + VAT per annum
Over 20 sites cover membership	£449 + VAT per annum

An invoice will be raised on the date of first Registration and thereafter, if continuing membership for more than one year, on the anniversary of the first Registration.

## 4 *How to Apply*

- 4.1 Complete the Registration Application Form and return it to the Disaster Recovery Scheme Office at the address shown.
- 4.2 If available, please return with the completed Registration Application Form a copy of your Disaster Control Plan. Riley Dunn & Wilson Ltd. fully appreciates the need for security and respect the possible confidentiality of some of the information given and therefore ensure that all plans will be treated in the strictest confidence.

## 5 *What happens next?*

- 5.1 Riley Dunn & Wilson Ltd. will scrutinise your Disaster Control Plan. Any suggestions to help reduce risk or to improve the content will be offered.
- 5.2 The Disaster Recovery Scheme Agreement Form will be sent to you in duplicate. Both copies should be approved by you, and signed and returned to us. One countersigned copy will then be returned to you to be kept for deposit in your files. On receipt of your signed Agreement Form, a list of telephone numbers will be provided for 24 hour emergency contact and advice. At this stage you will be guaranteed full coverage and service benefits of the Scheme.
- 5.3 You will then be issued with a Scheme Membership Number and Certificate. An invoice for the appropriate annual Registration fee will be issued, together with a Direct Debit mandate to be completed and returned to us.



# Disaster Recovery Scheme

FOR BOOKS + DOCUMENTS

# Application Form



Riley Dunn & Wilson Ltd. appreciate the need for security and confidentiality and assure applicants that any information provided will be treated in the strictest confidence and not divulged to any external organisation.

*Return this completed application form to:*

**Disaster Recovery  
Scheme Officer**  
Riley Dunn & Wilson Ltd.  
Almond Court  
Falkirk  
FK2 9HT

<i>Name of Applicant</i>
<i>Address for Contact</i>
<i>Postcode</i>
<i>Telephone Number</i>
<i>Fax Number</i>
<i>Mobile</i>
<i>E-mail Address</i>
<i>Number of sites to be covered by this registration</i>
<i>Collections to be covered by Scheme</i>
<i>Address of site/s if different from above*</i>

*\*If more space is needed,  
please continue on a  
separate sheet*

- |   |   |                                     |
|---|---|-------------------------------------|
| 1 | Do you currently have an active Disaster Control Plan/Manual or Policy Document?  | <input type="text" value="YES/NO"/> |
| 2 | If YES, have you included a copy of your Plan with this Application Form?   | <input type="text" value="YES/NO"/> |
| 3 | If NO, are you compling one in the next twelve months and want to include Riley Dunn & Wilson Ltd. as one of your Disaster Recovery Agents? | <input type="text" value="YES/NO"/> |
| 4 | Do you have up-to-date Disaster Equipment and Materials in boxes, trolleys or store?  | <input type="text" value="YES/NO"/> |
| 5 | Are you willing to affirm once a year that your institution is still eligible to be a Scheme Member?  | <input type="text" value="YES/NO"/> |



# Application Form

6 Who are your named contacts for our Scheme Office to hold on file?

<i>First Contact Name</i>
<i>Position</i>
<i>Second Contact Name</i>
<i>Position</i>
<i>Address for Contact(s)</i>
<i>Postcode</i>
<i>Telephone Number</i>
<i>Fax Number</i>
<i>Mobile</i>

7 Which insurance company, if any, provides indemnity cover for the collections in the event of any Disaster?

<i>Which insurance company, if any, provides indemnity cover for the collections in the event of any Disaster?</i>
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8 Do you agree to reimburse Riley Dunn & Wilson Ltd. for the invoiced cost of staff time, travel, subsistence, transport and freezer storage space if these are incurred?

YES <input type="checkbox"/>
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9 Do you agree to keep the Scheme Office informed of any significant changes to the information? (e.g. contact names, personnel, addresses, contact telephone numbers)

YES <input type="checkbox"/>
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*Please tick boxes to confirm*

<i>Signed</i>
<i>Name</i>
<i>Position</i>
<i>Date</i>

10 *Invoice address if different from above*

<i>Invoice address if different from above</i>
<i>Order Number</i>



Riley Dunn & Wilson Ltd.

DRS2F/o8/o8
FOR OFFICE USE ONLY
<i>Date Processed</i>
<i>Membership Number</i>