The Quick Audit Tool

A self-assessment tool in the fight against theft,
mutilation, vandalism and loss,
offered to you by the CERL Security Working Group

CERL Security Network

The Quick Audit Tool

Foreword

The Consortium of European Research Libraries (CERL), founded in 1992, engages in promoting, sharing and developing the written heritage of Europe – hand press printed books and manuscripts produced until ca. 1830, presented by the collections of our members and beyond. In CERL, library and information professionals work together and have access to a pool of shared expertise for the development of strategy, policy and tools. CERL brings together a trusted and supportive community of specialists and offers them a platform where best practices are shared, and sensitive issues may be explored confidentially.

Within this strategic context, the security of collections is a key concern. In 2013, Security Network founded by LIBER in 2002 transferred to CERL. For more than ten years, a very active Collection Security Working Group, chaired first by Kristian Jensen and then by Jacqueline Lambert of the KBR in Brussels, has been providing collection security services, by pooling knowledge and experience, sharing information, best practices and innovations. It also responds to new challenges such as climate change.

The Quick Audit Tool, an aid against theft, mutilation, vandalism and loss is presented here in its 5th edition. It is based on experience and continuously updated by the Working Group. It helps to understand where an individual institution needs to improve in collection security and how it can prioritise areas for investment on a sound factual basis. Since the 4th edition this self-assessment tool is supplemented by the QAT discussion cards that aim to enrich staff engagement with this important issue.

On behalf of CERL, I first wish to express my gratitude to the KBR for supporting and empowering the Security Working Group through its dedicated chair, Jacqueline Lambert, whose professional and personal commitment cannot be praised enough. My thanks also go to the members of the large and active Working Group and my predecessor, Kristian Jensen, who has always been supportive of collection security issues and continues to monitor their confidential aspects within CERL.

Claudia Fabian – Chair of CERL

I am really pleased to present the fifth edition of the "Quick Audit Tool". This tool's relevance is constantly confirmed by the positive feedback we receive, which reinforces our determination to provide you with the best support for the development and continuous improvement of your collections security policies. Thank you so much for the confidence you show us!

I would like to take this opportunity to express my deep gratitude to all the members of the SWG. Despite the challenge it represents, at a time we are all faced with an increasing workload, the group has managed to stay actively involved. So, in addition to the questionnaire, which has been further refined, as you will discover later in this booklet, our QAT supporting tools have matured considerably.

Our aim is that this fundamental tool continues to help you translate the identification of issues into practical measures in our fight against theft, mutilation, vandalism and loss. My dearest wish is to see you more and more committed to this approach in order to stimulate contribution to our projects. Especially since the challenges will only increase. In that respect, among others, it will be essential to tackle the risks that cybercrime may represent to our primary objective. More than ever, we need to join our efforts.

Jacqueline Lambert - Chairman Security Working Group

The objectives of the Quick Audit Tool

We have three main goals for our Quick Audit tool.

First, we would like to raise awareness about the necessity for all institutions - from the smallest to the largest - to develop, through an ambitious systems-based approach, a policy to minimize the risk of theft, mutilation, vandalism and loss, and to keep it constantly under review so that it remains effective. Each institution within its own administrative structure and the means that are available to them.

Second, we want to provide guidelines which are useful for all of our diverse membership. Thus, we aim to provide advice for all: from those who are at the beginning of the process, to those who already have a developed security policy. We invite you to take all aspects into account, and assess the level of achievement in your institution and compare it with peer institutions represented in the working group.

Third, by stimulating dynamic collaboration between and within institutions, we seek to provide the best possible practical support, with the potential of a better use of limited resources. We aim to help you with finding the most effective and efficient way of implementing your prevention policy.

How we propose to meet our goals

The tool is based on a questionnaire which we have created to cover all topics relevant for the prevention of theft, mutilation, vandalism and loss.

The cumulated results derived from this questionnaire submitted by the participating institutions are aggregated in a form that will allow you quickly to establish a basic assessment/benchmark.

In addition, we provide concrete suggestions to help you to initiate, prioritize and coordinate your actions. Those are based, on the one hand, on the results of the survey and, on the other hand, on considerations specifically related to your institution. This means that small and large institutions can benefit equally from using the tool, as the outcomes can be adapted according to the available financial and human resources.

These first elements, included in this brochure, are made available to all, members of CERL and non-members alike.

In addition we are developing Supporting Tools that aim to facilitate the development and the application of your measures related to your prevention policy. The Supporting Tools are the QAT Discussion Cards and the QAT Library. The first aims to help you involve all stakeholders in order to obtain their support and obtain a fully applicable policy. The second collects and makes available relevant ready (or nearly ready)-to-use documents such as forms, procedures, checklists as well as comments and argumentation on the use of equipment, on techniques and on any other theme relevant for prevention of theft, mutilation, vandalism and loss, we want to save you time and provide you with sources of inspiration.

The SWG regular reviews the Quick Audit Tool and its supporting tools.

The aims of regular reviews

Risk management requires a dynamic approach. The implemented policy needs to be continuously evaluated. It is necessary constantly to take into account internal or external changes affecting our institutions. Keeping up-to-date through regular reviews reduces the risk that a security policy gradually loses its relevance.

Regular evaluation has the added benefit that it can act as a tool to reinforce the vigilance and the engagement of all participants.

Initially, the QAT was reviewed annually. Now that it is firmly established, the QAT will be reviewed bi-annually, thus freeing up time for the SWG to spend more time understanding the needs of our users and to put forward more substantial advances in the support tools.

The core: The questionnaire

Through around one hundred questions divided into six topics, the questionnaire aims to cover the aspects which are essential to meet the security needs of our collections and collection environment.

It results from a concerted exchange of ideas inside the CERL Security Network, with a special focus on the differing needs across the whole range of member libraries.

The questions are formulated to obtain the answers "yes", "no", "in part" or "not relevant". The answer "yes" is positive for collection security.

The topics addressed
Governance and policy

The questions addressed under this topic help to take stock of your institution's commitment to the fight against theft, mutilation, vandalism and loss. They highlight the necessity of working through a systems-based approach. They emphasize the need to stay vigilant and to be prepared to react promptly and appropriately, including in the event of near misses.

Collection management

The set of questions that you find under this topic aim to assess whether, from a practical point of view, you have the necessary tools for the reliable identification and monitoring of your collections, for keeping a constant vigilance and being able to provide increased vigilance and protection for highly valuable/vulnerable items.

Physical security

The questions addressed under this topic are intended to guide you in securing the building: from the external perimeter to the reading rooms and storage areas. They are also intended to ensure the adoption of procedures necessary for access control, including responsiveness in the event of an incident.

Access and use

The questions addressed in this section are intended to guide you in the adoption of rules about access to collections and their use both by readers and by members of staff. The problem is approached from several angles: limiting the access to storage and proceeding areas, the ability to track all the collections items, specific rules for high valuable/vulnerable items, and constant and varied vigilance including measures of deterrence in reading rooms. This requires regular monitoring and rigorous adherence to the rules, including limitations on access. Staff awareness and buy-in is essential for this.

Exhibition and transport

The set of questions that you find under this topic aim to tackle risks specifically inherent in transport and exhibitions. All new environments require assessment for us to be able to manage risks, and this requires special expertise. Issues of physical protection during transport are integral also to collection security. The conditions and the invigilation of temporary or new exhibition areas have to be adapted to the displayed items, etc. Relationship issues can arise because third parties have to comply with specific rules and standards.

Incident and crisis management

This last topic is dedicated to situations beyond common/customary/ordinary work with the collections. Whether it concerns an intervention following a disaster or a technical intervention in a storage area, it is important to be exceptionally vigilant to keep control on access to the affected collection items, to track them and to avoid or minimize inappropriate handling that could result in damage. In this case, too, third parties will be subjected to rules and standards. In a very near future this topic will also have to focus to potential impact of cyberattack, this will be part of our future thinking.

Reference grid for basic assessment/positioning

All institutions represented within the Security Network working group were asked to answer the questionnaire. The results were processed and transcribed in order to obtain a reference grid composed by as many tables as there are topics.

In addition to the title line, each table consists of as many rows as there are questions covering the theme and it consists of five columns. The first column has the number of the question, the second the percentage of institutions which responded "yes", the third the percentage of institutions which responded "no", the fourth the percentage of institutions which responded "in part" and the fifth the percentage of institutions which have responded "not relevant".

This reference grid represents the starting point for your assessment/positioning exercise.

Next, you are invited to highlight the column corresponding to the answer given by your institution with the following colour code: green for yes, red for no, orange for in part and grey for not relevant.

As a result, at a simple glance you get clear first visualization of your situation.

To make this operation easier, we have also developed an Excel File that will provide you with a highlighted version of the grid as you answer the questionnaire. For each domain, there is an Excel page; when you complete the right column for each question, the grid (last page) is automatically and progressively highlighted according to the colour code.

How to initiate, prioritize and coordinate actions

The proposed procedure will highlight your situation (see above) and is a first help to bring out topics where there is room for improvement, and to get an initial idea of the problems you have to tackle.

However, it would be wrong to focus only on the questions for which you answered "no" or "in part". The questions answered positively also require analysis. Were you sufficiently critical when you answered? Are the existing solutions mature enough or truly efficient? We have a duty to question some "confirmed" solutions.

When dealing with questions where you answered "in part" you can analyse the reason for incompletion, determine if the partial solution suffers from a lack of harmonisation, or, perhaps more difficult to admit, that you cannot apply a rule more broadly because it is inadequate or inappropriate.

At a certain moment, it becomes healthy to accept errors and failures. Being able to admit omissions and problems is essential to succeed. It is better to take a step back, to rethink things than to persist in what is doomed to fail.

The figures mentioned in the "reference grid" represent a significant help: a rule implemented within 80% of the representative institutions is likely either not too hard or too crucial not to implement, whereas a rule implemented by only 20% of the institutions, could either have a lower priority or can be really hard to achieve.

Drawing on the reference grid can induce a real dynamic; it offers an opportunity to boost projects concerning security of the collections. Positioning in relation to peers will inevitably have an emulation effect. It is also a valuable source for articulating the importance of specific activities.

For all the points/problems to which you want to bring solutions you first have to determine a) the over-all context, including obstacles and dependencies on other activities that may have an impact on security measures, b) the implementation, and c) the sustainability of your security measures and what factors play a role in this sustainability. These inevitably vary from one institution to another and can have an impact on the prioritization and the extent of measures. With that in mind, opting for less ambitious but sustainable measures is preferable to adopting measures that cannot be properly achieved and/or sustained.

Any decrease in term of risks has to be considered a victory, so do not undervalue small actions. Rome was not built in one day.

What follows are some elements to take into account before embarking on the concretisation of any solution/measure.

Is the achievement 100% within your control or not? What about the degree of difficulty, the cost? Do you have the expertise within your institution? All this can substantially affect a schedule. It is important to be able to assess the time needed for the implementation of a solution/measure, and to be sure that the means at your disposal, whether in terms of budget or staff, are sufficient. This helps you avoid choosing inappropriate solutions/measures or making premature launches which could weaken any solution/measure, however good it may be.

Psychological aspects must not be neglected either. What about possible internal obstacles? How do you ensure buy-in and adherence to new measures?

It is important to involve as soon as possible, in one way or another, all who may be concerned/affected. That is also a way of getting an accurate idea about what already exits and works. This can be valuable to avoiding loosing precious time.

Plan time to raise awareness, to ensure that everybody understands what is going on. Providing training in the proper use of all the measures is essential. If staff understand the rules and feel comfortable and confident with them they are more likely to comply with rules.

Do not forget the basics. For example: without knowledge of your building it is impossible to protect it. It is for instance an essential prerequisite to have plans with basic elements of your infrastructure such as a numbering system to identify individual spaces, as well as the layout of shelves in the stacks with their numbering.

Coordination with other related policies will optimize your approach to all types of risks. Linking the safeguarding of the collections with the general Security and Health and Safety (or similar) policies provides you with coherence in terms of risk management. Such coordination also has the potential for enhancing separate policies which have similar objectives: looking for maximum protection through optimal prevention and developing the ability to deal with the unforeseen, from mini-crisis to disaster.

They have similar needs, reliable documentation, basic facilities and devices and last but not least, adherence and participation of staff including the highest level of the organization.

The approach is similar, namely the dynamic risk management through knowledge of both the environment and the human factor.

The interaction between the different risks is obvious. Let us take an example. Good housekeeping is necessary to guarantee evacuation, intervention from the emergency services, and even cleaning, which is important to avoid infestation and mould. It also helps with spotting anomalies in areas where collections are used.

In this way collection security policies can enhance compliance with health and safety regulations and with fire protection rules for instance while they can, at the same time, benefit from being integral to policies which are legal requirements.

The QAT Supporting Tools

Aim

Beyond helping you to take stock and to plan and/or refine measures, we also intend to bring you more concrete support.

To be effective, a prevention policy requires adherence by everyone. It is, therefore, very important to involve all potential stakeholders and to ensure that measures are understood and accepted by all. The need for buy-in and for enthusiasm requires creative and innovative approaches. This is where we want to help you. Discussion cards are an initial approach to meet this objective.

The SWG noted that many of the resources which are available on-line often require a lot of time, before anything concrete can be derived from them. They also tend to reinforce each institution working in isolation. At a time when many institutions face budgetary challenges, where staff have to concentrate on tasks that bring visible results, we suggest to leverage collaboration within the network to gather very practical documents and present them to you in a structured manner. With this in mind, we have developed the QAT library. We hope that you will find the current basic version convincing and that you will help us to expand it.

All the tools developed in this context are available exclusively to CERL members.

Discussion Cards

The Discussion Cards were developed in parallel to the Quick Audit Tool. The Discussion cards may be used in staff training sessions, both to ensure that staff understand your libraries' safety policies, but also to optimise policies by inviting input from your staff members. Based on scenarios that could happen in the daily life of various institutions, it's a tool that is ideal for animating workshops for larger groups or during smaller gatherings of colleagues to address specific elements of collection security.

42 cards have already been developed. On the front of each card, you will find a scenario that you might be confronted with or even have already been confronted with. On the reverse side, you will find in suggestion mode the numbers of the QAT questions that explore how you could prevent the situation described in the scenario or to cope with it, knowing that each QAT question actually leads to a specific measure

To make the tool even more efficient, we have developed a scenario scope sheet, which can be used to select scenarios which could support you in order to get the buy-in for specific measures.

Finally the tool is accompanied with some tips

Within the CERL's Website Member area (staff at CERL member libraries may request a user account from secretariat@cerl.org), the elements of the Discussion Cards can be downloaded by clicking on the option "Quick Audit Tool Discussion Cards" under the heading "Collection Security-Quick Audit Tool Support".

The QAT Library

Closely aligned to the points raised within the six topics of the QAT, this tool aims to make available, in a very simple way, both sample documents (forms, checklists, procedures …) and background discussions in all relevant areas (for instance relating to equipment and techniques).

All this according to the following principles/guidelines:

- The tool is enriched by contributions of CERL members.
- The documents are for illustrative/inspiration/indicative purposes only, we do not claim to offer standards.
- Documents that are no longer applicable in their institutions can undoubtedly be an inspiration or be valuable in the context of other institutions.
- Sharing documents that are already public available (e.g. guidelines published on website, information sheets at disposal in reading rooms, prospectus etc.) is already a big plus for policy/rules developers thanks to the centralization and classification offered by the tool.
- Documents that appear more sensitive can be submitted in "neutral" form or translated into lists of key elements or flowcharts.

The access is quite simple: within the CERL's Website Member area, by clicking on the option "Quick Audit Tool Library" under the heading "Collection Security-Quick Audit Tool Support", you will reach a page presenting at the bottom a table which looks like this:

Quick Audit Tool Library	
Governance and Policy	2
Collection Management	1
Physical Security	0
Access and Use	10
Exhibition and Transport	6
Incident and Crisis Management	0

The numbers in the table indicate the number of documents currently available for each topic.

Clicking on the topic you want to work on will give you access to a table/tables where key words and other relevant elements will lead you to the relevant documents.

Governance and Policy

These are the Quick Audit Tool Library documents relating to Governance and Policy.

UNDER CONSTRUCTION

Documenting Missing Items						
Document Name	Document Type	Parent Institution	Language	Version In Use	Status	Key Words
Collection Security Report Form	Form	British Library	EN	In use 2022		
Stolen Item Report Form	Form	National Library of Scotland	EN	In use 2022		

Return to QAT Library categories

Clicking on the any document label give access to it.

Annex 1: Questionnaire

	Governance & Policy
1	Your mission statement expresses a commitment to ensuring the security of your collection
2	Your most senior member of staff (e.g. Director, Chief Executive) has final accountability for the security of your collection
3	An annual report on the security of your collection is presented to your governing body (e.g. Ministry of Culture, board of trustees)
4a	You have a Collection Security Policy (or set of policies) that sets out how you protect your collection
4b	You have designated officer(s) responsible for ensuring that security measures are applied and reviewed regularly
5	You have an agreed set of measures to provide assurance on the security of your collection and to assess compliance with your Collection Security Policy
6	Your Collection Security Policy also covers your digital collections
7	Staff with authority for policies relating to the collection, including its management , storage, use, exhibition, conservation and transport, contribute to the Collection Security Policy on a regular basis
8	Your policies and written procedures, including any sanctions that you apply, are understood to meet legal requirements and are enforceable
9	You have an agreed written procedure for investigating, handling and documenting missing collection items
10	You have an agreed written procedure that details how you respond to instances and near misses of theft and mutilation/vandalism
11	You report proven instances of theft and mutilation/vandalism of major heritage items to the police
12	You report proven instances of theft to relevant bodies- e.g. professional library/archives organisations, the book trade
13	You share information on known threats to collection security with other libraries/archives when appropriate
14	You have procedures in place for crisis management, including crisis communication
15	Your collection security policies and procedures are kept under regular review

	Collection Management
16	Collection security is taken into consideration in all collection management procedures
17a	You produce and maintain catalogue records for your collection
17b	You maintain an up-to-date record (e.g. database or other) of the location of all your collection items (including uncatalogued and unprocessed material)
18	You include copy specific information, such as the presence of bookplates or inserted maps, in new or enhanced catalogue records for heritage materials
19	You create and retain accession records for acquisitions that are especially valuable, vulnerable or controversial
20	You maintain staff knowledge of the physical features that characterise materials in your collection, such as typical ownership marks and typical binding styles
21	You place ownership marks in your collection items (e.g. ink stamps, blind stamps)
22	You mark your collections items, where appropriate, with shelf mark labels
23	You assess the security requirements of collection items, so that highly valuable/vulnerable items are identified and given increased protection
24	You have an agreed and documented disposals policy: disposed items have a clear cancellation stamp in them
25	You have measures in place to prevent unauthorised changes to your accession and catalogue records
26	Readers are encouraged to use digital or microform facsimiles of heritage materials that are especially valuable or vulnerable, except where there is an approved research reason for consulting the original
27	You have an organised system for auditing/ checking your collection at shelf against your catalogue(s)
28	You make and retain copies of high value items (e.g. digital or microform surrogates)
29	Where a high resolution copy of a rare or vulnerable item exists, this will be used to generate further copies in place of the original item
30	Your collection is insured (if permissible) or the State acts as its own insurer

	Physical Security	**Has been reworded**
31	All points of access to your building(s) can be secured	
32	You have a security presence in your building(s) 24/7	
33	Your security staff comply with nationally recognised professional codes	
34a	There are agreed procedures and response times following the activation of alarm systems (fire, intrusion, Reading Room disturbances...)	
34b	Procedures and response times are checked with regular drills	
35	There is CCTV coverage of the areas where highly valuable/vulnerable items are used (Reading Rooms, vaults, exhibition areas …)	
36	CCTV covers all entrances, exits (including emergency exits) and service routes	
37a	CCTV recordings are retained in accordance with legal requirements	
37b	Dedicated staff are formally trained in CCTV operations	
38	There is an effective security barrier between the public parts of your building(s) and staff offices/storage areas, to prevent unauthorised access to restricted areas	
39	Security staff are consulted on proposed building alterations as early as possible in the process and certainly prior to work commencement	
40	Access to keys is strictly controlled and recorded	
41	All keys are returned to a secure location at the end of the day for logging and storage	
42	Electronic access is used wherever possible	
43	Electronic access authorisations are reviewed regularly	
44	A designated member of staff can be contacted at any time out of hours in the event of a security threat or incident.	
	Access & Use	**Has been reworded**
45	Readers may only access your collection if they undertake to comply with your Reading Room rules and regulations	
46	You gather sufficient information about your readers to be confident about their identity and would be able to contact them in the event of a security investigation	
47	You retain essential identity and contact information about past readers for as long as permitted or justifiable within the law	
48	Readers are not permitted to bring coats or large bags into your special collections reading room(s), nor any object that might harm the collection (e.g. knives, blades, food, drink)	

49	Readers' belongings are searched as they exit the Reading Room
50	You have agreed procedures for the use of uncatalogued or unbound materials items: this includes close supervision by staff
51	Readers' use of highly valuable/vulnerable items is supervised by staff
52	You limit the number of items that may be seen at any one time by a reader
53	Highly valuable/vulnerable collection items are inspected by staff before and after use
54	Highly valuable/vulnerable collection items are weighed before and after use
55	You have procedures in place for the use of material with restricted access
56	If legally permitted to do so, you permanently retain a record of collection use allowing you to identify the items used by each reader, and to list all users of a particular item
57	Readers, visitors, occasional contractors cannot gain access to areas where heritage materials are stored, unless escorted by authorised staff
58	Readers, visitors, occasional contractors cannot gain access to areas where heritage materials are processed (e.g. conservation, reprographics), unless escorted by authorised staff
59	Staff or approved contractors must be authorised to access collection storage or collection processing areas
60	Staff or approved contractors access to collection storage or collection processing areas is controlled on the basis of need
61	Staff or approved contractors access to collection storage or collection processing areas is reviewed on a regular basis
62	The number of staff able to access Strong Rooms is strictly controlled
63	You have an agreed policy on the maximum time that staff may retain collection items
64	Procedures are in place with respect to staff taking collection items offsite for personal use
65	Police checks and/or personal references are obtained for everyone in your organisation (including staff, contractors, interns and volunteers) before they are permitted to start work
66	Information on your Collection Security policy is given to all new staff and approved contractors as part of their induction training
67	Awareness training is delivered regularly to staff and approved contractors to ensure that they remain aware of their responsibility for collection security

68	You maintain a complete record of all collection items consulted or processed by individual members of staff for as long as permitted or justifiable within the law
69	Staff and departments that routinely use collection items are audited regularly to assess their compliance with your collection security policies
70	Staff and approved contractors at all levels of your institution are required to comply with your collection security policies
71	Staff whose work involves contact with the collection have their collection security responsibilities included in their job descriptions / role profiles
72	You reserve the right to inspect staff or contractors belongings as they leave the building(s)
73	All staff and authorised visitors, contractors to office and storage areas are immediately recognisable as such (e.g. by wearing a visible ID card or visitor pass)
74	All staff must use agreed procedures for retrieving items for their personal use
	Exhibition & Transport **Has been reworded**
75	You carry out condition reports on valuable collection items before and after they are exhibited or entrusted externally; this may include a photographic record for items loaned to other institutions
76	You display collection items in secure cases
77	Exhibition areas are patrolled by staff, or security personnel, during opening hours
78	Display cases and room security conditions are monitored
79	Display security conditions around high value items are checked daily
80	You have a system in place for facilitating incoming and outgoing exhibition loans
81	You provide training to staff who act as couriers when taking items to other institutions
82	You require all requests for loans to be accompanied by a facility report on the borrowing institution
83	You agree formal, legally binding loan contracts with institutions to which you lend items; these specify the conditions under which the items will be lent, transported and exhibited
84	A financial valuation is prepared for items exhibited externally

85	Items are insured when exhibited at another institution
86	You use staff with specialist training in packing collection items
87	You use specialist removal contractors to transport items
88	You assess whether a courier is required for the transportation of collection items to and from exhibitions or other specific destination (e.g. for treatment)
89	You have agreed procedures for the transport of items within your building(s)
90	You have agreed procedures for the transport of items between buildings
	Incident & Crisis Management **Has been reworded**
91	You have systems in place to control access to collection storage areas during a major incident
92	You ensure that external specialists and staff volunteers undertaking emergency tasks during a major incident in collection storage areas are escorted by authorised personnel
93	You ensure that external specialists and staff volunteers given access to collection storage areas in the clean-up phase after an incident are briefed about collection security matters and are identifiable, e.g. by wearing ID badges or visitor passes
94	You have an agreed procedure for the safety of the collections items in the reading rooms in the event of an incident or an emergency evacuation
95	You have an agreed procedure to ensure the traceability of collection items moved during crisis management
96	You have procedures to prevent, as far as possible, theft and mutilation of collection items during crisis management

Annex 2: Reference Grid

CERL SWG: "Reference grid" QAT 5th Edition

Governance & Policy

	yes	no	in part	N. R.
1	80.00	10.00	0.00	10.00
2	90.00	0.00	10.00	0.00
3	20.00	50.00	20.00	10.00
4a	50.00	10.00	30.00	10.00
4b	60.00	10.00	30.00	0.00
5	40.00	20.00	30.00	10.00
6	60.00	10.00	20.00	10.00
7	50.00	20.00	20.00	10.00
8	50.00	20.00	20.00	10.00
9	60.00	20.00	20.00	0.00
10	60.00	30.00	10.00	0.00
11	90.00	0.00	10.00	0.00
12	40.00	10.00	50.00	0.00
13	80.00	0.00	20.00	0.00
14	60.00	10.00	30.00	0.00
15	40.00	40.00	10.00	10.00

Collection Management

	yes	no	in part	N. R.
16	70.00	0.00	30.00	0.00
17a	100.00	0.00	0.00	0.00
17b	60.00	10.00	30.00	0.00
18	70.00	10.00	20.00	0.00
19	70.00	0.00	30.00	0.00
20	50.00	10.00	40.00	0.00
21	60.00	0.00	40.00	0.00
22	90.00	0.00	10.00	0.00
23	70.00	0.00	30.00	0.00
24	60.00	10.00	20.00	10.00
25	100.00	0.00	0.00	0.00
26	90.00	0.00	10.00	0.00
27	40.00	20.00	40.00	0.00
28	50.00	0.00	50.00	0.00
29	70.00	10.00	20.00	0.00
30	70.00	10.00	20.00	0.00

Physical Security

	yes	no	in part	N. R.
31	100.00	0.00	0.00	0.00
32	70.00	10.00	20.00	0.00
33	90.00	0.00	10.00	0.00
34a	80.00	0.00	20.00	0.00
34b	60.00	20.00	20.00	0.00
35	70.00	10.00	20.00	0.00
36	60.00	0.00	40.00	0.00
37a	90.00	10.00	0.00	0.00
37b	70.00	10.00	20.00	0.00
38	90.00	0.00	10.00	0.00
39	70.00	10.00	20.00	0.00
40	70.00	0.00	30.00	0.00
41	40.00	10.00	40.00	10.00
42	60.00	0.00	20.00	10.00
43	40.00	30.00	20.00	10.00
44	90.00	10.00	0.00	0.00

Access & Use

	yes	no	in part	N. R.
45	100.00	0.00	0.00	0.00
46	80.00	0.00	20.00	0.00
47	90.00	0.00	10.00	0.00
48	100.00	0.00	0.00	0.00
49	30.00	50.00	20.00	0.00
50	80.00	0.00	20.00	0.00
51	100.00	0.00	0.00	0.00
52	100.00	0.00	0.00	0.00
53	50.00	0.00	50.00	0.00
54	10.00	60.00	30.00	0.00
55	90.00	0.00	10.00	0.00
56	80.00	0.00	20.00	0.00
57	60.00	10.00	30.00	0.00
58	60.00	10.00	30.00	0.00
59	70.00	0.00	30.00	0.00
60	80.00	10.00	10.00	0.00
61	40.00	30.00	30.00	0.00
62	80.00	10.00	10.00	0.00
63	70.00	30.00	0.00	0.00
64	50.00	20.00	10.00	20.00
65	50.00	30.00	20.00	0.00
66	40.00	30.00	20.00	10.00
67	30.00	30.00	40.00	0.00
68	50.00	30.00	20.00	0.00
69	10.00	60.00	30.00	0.00
70	70.00	10.00	20.00	0.00
71	50.00	30.00	20.00	0.00
72	30.00	60.00	10.00	0.00
73	80.00	0.00	20.00	0.00
74	90.00	10.00	0.00	0.00

Exhibition & Transport

	yes	no	in part	N. R.
75	100.00	0.00	0.00	0.00
76	80.00	0.00	20.00	0.00
77	60.00	10.00	30.00	0.00
78	80.00	0.00	20.00	0.00
79	70.00	20.00	0.00	10.00
80	100.00	0.00	0.00	0.00
81	70.00	10.00	20.00	0.00
82	100.00	0.00	0.00	0.00
83	100.00	0.00	0.00	0.00
84	90.00	10.00	0.00	0.00
85	100.00	0.00	0.00	0.00
86	90.00	0.00	10.00	0.00
87	80.00	0.00	20.00	0.00
88	90.00	10.00	0.00	0.00
89	50.00	20.00	30.00	0.00
90	50.00	10.00	30.00	10.00

Incident & Crisis Management

	yes	no	in part	N. R.
91	60.00	10.00	30.00	0.00
92	60.00	20.00	20.00	0.00
93	70.00	0.00	30.00	0.00
94	40.00	30.00	30.00	0.00
95	40.00	30.00	20.00	10.00
96	40.00	0.00	60.00	0.00

N. R. = not relevant

Note: This reference grid is based on the results of ten of the institutions represented in the group. A more accurate grid, based on broader results, will be published later in the year. The decision to operate in this way allows us to move forward and harness the work accomplished since the previous edition, which can only be beneficial for our community.

10 participating institutions

British Library, London - National Library of Norway - Biblioteca Nazionale Centrale di Roma - Kungliga Biblioteket, Sweden - KBR, Brussels - Det Kongelige Bibliotek, Copenhagen - Koninklijke Bibliotheek, The Hague - Bibliothèque nationale de France, Paris - University of Glasgow Information Services - Biblioteca Nazionale Centrale di Firenze

Annex 3: Card template

Card 1 (left)

- v2b -

Quick Audit Tool Discussion Card

**How do you deal with or
avoid this situation?**

You are working in the heritage collections
reading room of your institution. The fire alarm
sounds and the building has to be evacuated.
Whilst your priority is the safety of people over
that of collections, you nevertheless feel un-
comfortable about the collections in use in the
reading room.

CONSORTIUM OF
EUROPEAN
RESEARCH
LIBRARIES
| 1

Card 1 (right)

Related QAT's questions-Suggestion

Collection Management
26

Physical Security
32 35 36 37a

Access & Use
48 50 51 52 56 67

Incident & Crisis Management
94 95

Do you agree with this suggestion?
Do you think other questions could be related? | 1

Card 2 (left)

- Vienna Edition -

Quick Audit Tool Discussion Card

**How do you deal with or
avoid this situation?**

Early in the morning you are woken up suddenly
by a loud noise and explosion outside. You learn
from the news and social media that war has
started with a large-scale armed invasion of your
country by a neighboring country. You under-
stand that there is a threat to both your life and
the cultural heritage which is preserved in your
institution.

CONSORTIUM OF
EUROPEAN
RESEARCH
LIBRARIES
| 1

Card 2 (right)

Related QAT's questions-Suggestion

Governance & Policy
1 4a 4b 14

Collection Management
16 17a 17b 21 28 30

Physical Security
31 32 44

Access & Use
60 67

Exhibition & Transport
90

Incident & Crisis Management
91 92 95 96

Do you agree with this suggestion?
Do you think other questions could be related? | 1