The National Network of Libraries of Medicine

Emergency Preparedness & Response Plan for Network Members

Introduction

To help mitigate the impact of disasters on healthcare providers and their patients, the National Network of Libraries of Medicine (NN/LM) has developed and oversees the following emergency preparedness and response plan to help Network members maintain their information services in the event of a disaster.

The effectiveness of the plan depends on the participation of a range of players, from individual Network members, through the eight Regional Medical Library (RML) offices, to the National Library of Medicine (NLM). The structure is designed to provide a game plan that starts with preparedness and continues through emergency response.

- **the preparedness plan** presents a strategy for each Network member to develop an emergency response/disaster plan suitable to their environment, to establish a back-up relationship with a library who can help maintain services during a disaster, and to sign off on a Memorandum of Understanding with the back-up library that specifies what services will be provided and how the relationship will function

- **the emergency response plan** presents a strategy for communicating among members and the RML offices before and during an emergency, and a strategy for providing support for essential services among Network members (based on the preparedness plans), as well as assigning responsibility for follow-up and reporting of each incident or emergency

In addition to providing suggested procedures for preparedness and response, the RML offices provide information and assistance to Network members in assistance with back-up library relationships, in training for service continuity planning, and, where necessary, developing emergency response plans. The primary resource for assistance in both preparedness and response is online at the NN/LM National Emergency Preparedness & Response Toolkit, which is hosted by the NN/LM.

Preparedness Plan

1. Network members are encouraged to create a written emergency preparedness and response plan suitable for their environment. (Sample plans are available on the NN/LM National Emergency Preparedness & Response Toolkit.)

- at the minimum, the plan should identify essential services and resources and should contain strategies for maintaining essential services from a site away from the library, such as someone's home
- the plan should also include a prioritized list of essential or unique non-electronic resources (such as books, journals, manuscripts, and works of art) and a salvaging chart for responders to use to rescue these items in the event of a disaster. (A sample salvaging chart is available in the NN/LM National Emergency Preparedness & Response Toolkit.)

2. Network members are encouraged to partner with a back-up library and to develop a Memorandum of Understanding (MOU), specifying services that would be provided by the back-up library to the affected Network member in the event of a disaster. (Contact your RML Office for further information on service continuity planning, back-up library facilitation, and writing MOUs. See also *A Guide to Creating an MOU* in the NN/LM Emergency Preparedness & Response Toolkit.)

Response Plan

Scenario #1: No Assistance Required

- Network member is able to handle the situation within its institution or locally, according to its level of preparedness and the viability of its existing disaster plan
- Network member should post a message or messages on the NN/LM Emergency Preparedness & Response Toolkit describing the incident, how they are dealing with it, and any lessons learned

Scenario #2: Assistance Required, Back-Up Library Contacted

- Network member and back-up library activate service continuity plan
- Network member or back-up library notifies the RML Office of the incident
- Network member or back-up library specifies the following to the RML Office
  - whether DOCLINE should be re-routed
  - whether the service continuity plan has been or will be activated
  - whether any services are needed that are not provided by the plan
- RML Office notifies Regional Coordinator of the incident
- Network member notifies RML Office when services have been restored, RML Office notifies Regional Coordinator
- Regional Coordinator will follow-up and report to the RML Office

Scenario #3: Assistance Required, Unable to Contact Back-up Library

- Network member contacts the RML Office at 1-800-338-7657 (1-800-DEV-ROKS) and informs them about the incident and that contact has not been made with back-up library
- Network member requests from RML Office any services that may needed (such as re-routing DOCLINE) and continues to try to contact back-up library
- RML Office notifies the Regional Coordinator of the incident
- if necessary, the RML Office and the Regional Coordinator will arrange for any response requested
- Network member notifies RML Office when services have been restored
- Regional Coordinator performs follow-up and report to the RML Office

Scenario #4: Assistance Required, No Back-up Library

- Network member contacts RML Office at 1-800-338-7657 (1-800-DEV-ROKS)
- Network member communicates the following to the RML Office (to a person or in a voice mail message)
  - that there is no back-up library
  - whether DOCLINE should be re-routed
- RML Office notifies the Regional Coordinator of the incident
- RML Office and Regional Coordinator will arrange for any response requested
- Network member notifies RML Office when services have been restored
- Regional Coordinator performs follow-up and reports to the RML Office

Scenario #5: No Communication from Affected Network Member

In the event that there is no communication from either the affected Network member or its back-up library, the RML Office will re-route DOCLINE (if aware of the situation) and contact the Regional Coordinator, but no other response will be initiated, pending re-establishment of communication.

Reporting and Follow-up

The Regional Coordinator is responsible for providing a report of all incidents and coordinating any follow-up activities that are needed. Coordinators will file their reports as soon as possible, using the reporting template on the NN/LM Emergency Preparedness & Response Toolkit.

Questions/Further Information

Network members should contact the NN/LM Regional Network Office at 1-800-338-7657 (1-800-DEV-ROKS) for more information or for training. Also see the NN/LM Emergency Preparedness & Response Plan's Toolkit, for other resources and information.

Roles

Network Members: To mitigate the impact of a disaster, Network members are encouraged to maintain an up-to-date disaster plan suitable to their environment. The plan should identify essential services and resources and should contain strategies for maintaining service continuity from a site away from the library, such as someone's home. The plan should also include a prioritized list of essential or unique non-electronic resources (such as books, journals, manuscripts, and works of art) and a salvaging chart for responders to use to rescue these items in the event of a disaster. Each Network member is encouraged to partner with a back-up library and to develop a Memorandum of Understanding (MOU), specifying services that would be provided by the back-up library to the affected Network member in the event of a disaster.

RML Offices: The RML Office is responsible for coordinating or overseeing a response when requested by a Network member. Specific coordinating responsibilities include, but are not limited to, re-routing DOCLINE when necessary, notifying the Regional Coordinator of the incident after being contacted by a Network member, and providing needed recovery resources, contingent upon available funding. The RML Office is also responsible for promoting the plan, providing training on service continuity planning, facilitating back-up library relationships, and assisting with MOU development.

Regional Coordinators: Regional Coordinators are appointed by the RML Office and serve according to terms developed by each Network office. Regional Coordinators are encouraged to work with regional library groups to promote emergency preparedness in their region. When necessary, the Regional Coordinator is part of the team (RML Office, the RML, affected Network member, back-up library of the affected Network member, and regional participating resource libraries) that helps ensure continuation of services to the affected Network member. Following a disaster, Regional Coordinators are responsible for follow-up and reporting to the RML Office, via the reporting mechanism in the NN/LM Emergency Preparedness & Response Plan's Toolkit. The report will include a description of the incident, the response, follow-up activities, and any lessons learned.

Resource Libraries: When needed, participating resource libraries provide backup support to the affected Network member and its back-up library. In the case where there is no back-up library, a resource library can choose to become the *de facto* back-up library. This relationship would be coordinated through the RML Office.

Back-up Libraries: The back-up library is the first responder to an affected Network member for communication and service continuity. Back-up libraries need to maintain a current list of contacts and should proactively work out the level of support (preferably through an MOU) that will be implemented in the event of a disaster.

Buddy RML Office: The NN/LM regional offices have developed a buddy system in order to assist each other in the event of a large-scale disaster. The buddy RML Office may need to solicit additional assistance from resource libraries in its region.

NN/LM National Network Office (NNO): The NNO facilitates the provision of resources for the plan and oversees its development.

Library Organizations: National, regional, and local library organizations can help promote the plan and provide a forum for training and research.

National Library of Medicine (NLM): The National Library of Medicine is the primary funding source for the development and maintenance of the NN/LM National Emergency Preparedness & Response Plan. NLM also functions as a backup resource when local and regional resources have been exhausted.

Publishers and Vendors: Publishers and vendors can work together to temporarily provide resources to health care personnel in disaster-stricken areas.

Library Networks: Regional library networks, such as SOLINET, WESTPAS, PALINET, and AMIGOS, will serve as the primary resource for comprehensive disaster training to Network members.

National Coordinator of the NN/LM National Emergency Preparedness & Recovery Plan: The National Coordinator is responsible for overseeing the success of the plan throughout all eight regions, and for maintaining the Toolkit. In addition, the National Coordinator maintains and establishes partnerships with national groups and organizations that are connected to libraries and emergency preparedness. The National Coordinator submits a yearly report to the head of the NN/LM Network Office.