Summary of discussion on Emergency Planning
NN/LM, Greater Midwest Region and MidContinental Region
Joint MLA Chapter Meeting – Omaha, NE
October 15, 2007

Staff from the two RMLs facilitated roundtable discussions using a technique called "Café To Go," in which participants moved from one table to another to address the key questions used to frame the discussion. Fifteen tables were used for the five key questions, with each table labeled A, B, C, D, or E to identify which question was being addressed.

Intended Outcomes:
1. Awareness that emergency planning means developing a continuity of service plan for health information services. This may involve working with the parent institution, other network members, and other community organizations.
2. Empowered to take the first steps on developing an emergency plan. Realization that developing the plan is something they need to work on: The RML is not going to do it for them.

Café Etiquette:
- **Focus** on what matters
- **Contribute** your thinking
- **Speak** your mind and heart
- **Listen** to understand
- **Link and connect** ideas
- **Listen together** for insights and deeper questions
- **Play, Doodle, Draw** - writing on the table cloths is encouraged
- **Have fun**

Key Questions (with responses):

A. What are the essential services that your library should be able to provide in case of an emergency?

Information Services:
1. Clinical Reference –
   a. Using a phone
   b. Use electronic resources if available or manual, print resources
   c. Call another library on a different grid
   d. Call for an assignment
   e. Internet reference
   f. Searches
2. Create "ready to go" updated information kit, with core emergency response tools
   a. Pre-prepared information, based on probability of it happening, like flood.
   b. Cache of current medical paper books (infectious disease, drugs, diagnosis) for example the Washington Manual, Conn's Current Therapy.

3. Provide web site access with resources
4. Document delivery
5. Health Alert Notification – public health notices via fax

Other Library Services
1. Emergency responder command center
2. Community gathering place/shelter
    a. Supplies such as food, blankets and water
3. Community place for the exchange of information
    a. Direction, and instruction on where to go – i.e., implementing emergency plan
4. Going out into the community to let people know you are there
5. Support public health workers
6. Communication to those who need it – then offer library services, including public health information
7. General worker in an emergency
    a. People to help hand out supplies
    b. Runner

B. How will your library provide essential services if your library is non-functional?

What does non-functional mean? Conditions limiting service:
- No Internet
- No electricity
- Inability to get to library
- Condition of print collection
- Building collapse

Develop multi-level plan to define services and resources needed for varying types of emergencies
Service levels needed. Use national disaster level labeling within institution so status is easily understandable.
1. If the library and the institution are both down, then basic information is what can be provided
2. If the library is down, but the institution is still functioning, complete service is required.

Technology
1. Have a laptop with all essential information charged and ready to go if a disaster hits
2. Establish reference in a pack computer, resources that can be used from remote location when local site is inaccessible
3. Download WISER
4. Have core PDA products an emergency team should have at the ready
5. Use of PDAs

6. PDA plus battery recharger
7. Remember text-messaging as an option
8. Potential for having portable information van with wireless access, similar to or coordinated with mobile testing van
9. Laptops supplied to all key library personnel and are kept at home
10. All library staff supplied with cell phones and text messaging
11. Designated computer, printer, and fax that runs on emergency power
12. Digital resources hosted remotely
13. Use Internet to get information, otherwise use paper.
14. Redundant Internet/network
15. Mirrored server or proxy server so that off-campus access may be maintained
16. Servers backed up off site/out of state
17. Redundant phone systems
18. Two-way radios
19. Establish backup services: alternative access for digital resources
20. Need password access off-site such as if satellites/clinics who may be in operation if library is not
21. Vendor agreements might be by IP range so password system as backup
22. Need access to all passwords
23. Back-up on thumbdrive
24. Get a hand crank generator which will power computers. Can get basic model for $100, better, gas powered model at $250
25. Satellite phones

Back up Library
1. Have a buddy system in place with another library, locally and nationally
2. Partner with remote hospital
3. Run the library out of a branch location
4. Buddy library: formal and informal agreements

Preparation for an Emergency
1. Do a needs-assessment at our institutions
2. Disaster plan needed:
    a. How to contact staff: Provide a library triage—emergencies don't always happen during working hours, have a way/means to contact staff. Text messaging.
    b. Phone tree
    c. How to get to library/ and who
    d. Agree to meet at the command center in case of emergency
    e. Essential staff list
    f. Designated administrator on call each day
3. Librarian should be on planning committee
4. Staff contacts kept on file with the State Library
5. Talk about different scenarios with staff – what to do when
6. Drills
7. Find out what local responders need

8. Compile a core list of basic resources needed. Disaster closet to include quick references for health information (toxicology, infectious disease, trauma, radiology)
9. Identify and label key print resources within collection, locate them centrally, and have them ready for "evacuation" in a disaster situation. Notify emergency responders of location and labeling so they can be removed from the library and used wherever needed.
10. Have an emergency kit in the library

C. What can the RML program staff provide to support your planning or support your library in time of an emergency?

1. Coordinate advanced emergency planning by providing: research on who is already doing what; manuals, guidelines, and recommended collections and/or equipment useful during a disaster; training, organization of partners who can help each other out (similar to a calling tree of resources).
2. RML should have an internal backup within region. If Chicago is hit by the big one, so will LA probably. Worst case scenario
3. Major power grids are not enough, need to go down to sublevel power grids (Such as UIC →University of Iowa)
4. Help find or provide funding
5. Generate manuals of procedures
6. Training on pre/during/post disaster
7. Just in time learning resources
8. Provided quick access to information
9. Reduce and lookout for duplicative services
10. Tools to access the Internet when power or hardwired Internet is not available
11. Identify who is available to help
12. Organize who can help during a disaster
13. Panel of experts on specific types of disasters as a resource
14. Establish pathways of communication between local and national efforts
15. Create triage teams
16. Offer more stories from librarians who have worked through a disaster
17. Collection development recommendations to be used by responders
18. Identify planning models local or national organization use
19. Preplanning strategies
20. Decision tree
21. Disaster planning templates
22. Provided quick access to information

D. What role can you see for other Network Members, representatives from your institution, or representatives from community organizations in the development of your library plan?

1. Libraries need to be involved in emergency planning at their institutions and at the community level (local, city, county government; public health; churches).

This will give the library an idea of what emergency planning teams need (information on PDAs, CDs).
2. Partner with other "information" providers: radio stations, television, cable to get information out to the community.
3. Public Librarians can/should be trained to provide health related reference services
Strengthen consortia arrangements to provide back up partners who are geographically remote
4. Talk to local groups and consortia about potential partnerships
5. Plan for day 7, not day 1, establishing local and remote partnerships for health information services
6. Find out what the community thinks is necessary

E. After this meeting what are the steps that you need to take to implement a plan for your library?

Library and Institution
1. Find out if the parent organization has an emergency plan
2. Find out if the library is on the emergency generator system
3. Check if library's plan meshes with the institution's plan
4. Check with Information Technology department to see about their back-up/disaster plans
5. Learn about institution's disaster plans. Is there a team? Who is on it?   If you're not already part of that team, request to be part of it.
6. Check to see what other services might be needed if patients are sent to your hospital in the event of an emergency (i.e., when incoming pediatric patients and families were routed to one hospital, social workers used computers in library to help people fill out forms, apply for benefits etc.)

Library and Community
1. Network with community institutions coordinating their strengths. For example, one may have a wind turbine another may have a well.
2. Contact first responders about their real needs. One library expected that their staff would assist in case of a fire, but the firemen wouldn't let them into the building.
3. Work with the Go Local planners in my state to make sure emergency preparedness resources are included

Learn More
1. Research emergency planning
2. Learn more about emergency preparedness – Read the stories from Katrina
3. Get training on how to provide services during an emergency.
4. Find trustworthy environmental information (for example on decontamination), when being sent back to homes. Your own physical environment could be contaminated.

Determine Essential Services
1. Decide what are the library's essential services, essential resources, essential equipment
2. Designate critical services for my library
3. Find out if my Library's Disaster plan has identified essential services
4. Set up an emergency kit of ready reference materials

Establish partnerships
1. Check with your director to see if you can be allowed to have time to back-up another library, and stress that the partnership would have benefits to your library as well
2. Contact the public library to determine whether they have an emergency plan and work together to develop a cooperative plan
3. Make contacts with other libraries who may be potential partners
4. Bring up the idea of emergency preparedness with a local library consortium group
5. Check with other members of a group from MLA. For instance, if you are part of a group of pediatric medical librarians, make contact with other members of the group to share common information.

Follow up for an Emergency Preparedness Plan
1. Develop a continuity of operation plan for events that are short and long term and differing levels of seriousness
2. Get emergency preparedness planning back on the radar in my library
3. Urge my library administration to articulate an emergency preparedness plan
4. Go back and find out what happens if there is a fire in my library (water damage from sprinklers could be worse that fire damage)
5. Start to think about working with vendors, requesting special permission in the event of an emergency re: copyright and sharing.
6. Identify levels of disaster. You may call upon different people depending on the issue(s) in your library
7. Check on different modes of communication that you may have available, i.e. Internet, cell phones, Blackberries, regular phone and purchasing a phone card, television/radio contacts