NN/LM National Emergency Preparedness & Response Plan
Training Meeting
Louise Darling Biomedical Library, University of California, Los Angeles
Pacific Southwest Region, NN/LM
June 20, 2008

Attending:

Judy Consales, *Library Director*	Marco Tamase, *Network Assistant*
Heidi Sandstrom, *Associate Director*	Irene Lovas, *MLGSCA Chapter Representative to NN/LM PSR*
Alan Carr, *Outreach Coordinator*	Peggy Tahir, *NCNMLG Chapter Representative to NN/LM PSR*
Kelli Ham, *Consumer Health Coordinator*	Dan Wilson, *Coordinator, NN/LM National Emergency Preparedness & Response Plan, Associate Director, University of Virginia Health Sciences Library*
Julie Kwan, *Library Network Coordinator*	Susan Yowell, *Project Assistant, NN/LM National Emergency Preparedness & Response Plan, University of Virginia Health Sciences Library*
Kay Deeney, *Education Coordinator*	

Dan gave an overview of the agenda for the day and suggested moving the Table Top Exercise from the afternoon session to the morning session so that Irene could participate. Irene represented hospital librarians, and she could not attend the afternoon session. The suggestion was approved.

Dan's presentation:

Introduction:
- metaphor for preparedness and response—photo of man walking with umbrella and statue of Balto, the sled dog, during snowfall in Central Park, NYC
- accomplishments to date:
    - plan has been created
    - online toolkit is up and running
    - regional structures for emergency preparedness and response established
    - simplified approach to disaster planning and service continuity established
    - momentum created for implementation of the plan
- risk assessment, both generally and specifically to PSR: earthquakes, wildfires
- review of incidents of natural disasters, accidents, pandemic influenza, terrorism, etc. However, the most common emergency in libraries is water damage, sometimes from weather-related flooding, but more often from burst or leaking pipes in the building.

The NN/LM Emergency Preparedness & Response Plan:
- 4 points of the NN/LM plan:

- o resources are available to help with developing disaster plans and getting help
- o communication structure for RML and network members established
- o support system among network members/RML for essential service continuity
- o follow-up/reporting structure established for incidents
- the main role of the RML will be to provide information to network members about training and the resources available, not to actually provide the training
- the RML is the first call in the communication structure—emphasis is on helping with continuation of essential services, not on fixing everything
- follow-up and reporting will by via a form that will be available from the toolkit
- "lessons learned" are key to developing viable plans and being prepared
- various "players" are involved in making the plan work, from the network member through back-up libraries, the RML, NLM and publishers and vendors
- NLM's Emergency Access Initiative (EAI) will be in place for granting free access to online resources after a disaster—initiated by NLM, and will require a username and password, mediated by the RML

Preparedness goals for network members:
- memorize 1-800-DEV-ROKS
- maintain an up-to-date disaster plan
- identify a back-up library/create an MOU with that back-up library

Four key elements of a disaster plan:
- o risk assessment—see FEMA resources, Homeland Security information on state pages, get anecdotal information from people in your institution
- o human safety—response procedures for emergencies, see examples in sample plans on the Toolkit
- o preservation of unique resources—identify unique resources, prioritize what to salvage (what to spend money on to save), salvage map/instructions for your library, safe storage sites, contact a salvage company in advance for assessment (recommend contacting WESTPAS for recommendation of a company and more information about salvage options), remember the 48 hour window for preventing mold growth, NEDCC and SOLINET have 24/7 toll free assistance available by phone
- o service continuity—identify the essential services offered by your library—MDConsult? Stat!Ref? Library's home page for online resources? Find out about off-site access, power back-up, etc. Look into developing an MOU with a partner library to continue these services in the event of a service interruption at your library—the reality for this varies by region.

Note: Dan will be presenting a class on service continuity via web-cast on July 15, 2008 from 10-11:30 EDT—a bit early for the western states, but the class can be repeated at a more convenient time for the network members west of Central time.

Resources available to network members:
- NN/LM Emergency Preparedness and Response Toolkit: http://nnlm.gov/ep/

- - includes updates/current awareness postings, photos, links to helpful resources and sites
  - menu bar offers templates and samples of disaster plans and MOUs
- the NN/LM web page for each region

Down the road: continuing to develop the NN/LM Emergency and Response initiative—
- develop best practices (table-top exercises, MOU development, help with compiling disaster/service continuity plans)
- continue to develop the Toolkit
- continue to collect "Lessons Learned"—build on Robin Featherstone's work
- work to add value to our institutions—get involved in emergency preparedness at our institutions
- development and implementation of the Disaster Information Management Resource Center (DIMRC), implementation of the Emergency Access Initiative by NLM—Steve Phillips
- provide community support—CERT, American Red Cross, family and personal preparedness

Break

Review of flowchart for the Response procedure of the plan (diagrammatic version of the text of the plan) in preparation for the Table Top exercise.

Discussion/Comments:
- wording of the DOCLINE part needs to be revised
- member needs are well known in PSR—reminder that the purpose/goal is not to fix everything, but to do what we can. There will be varying means and degrees of services to be continued, and the plan is not built on saving everything, just unique/valuable materials.
- Heidi: a checklist that outlines the initial questions to be asked will be helpful—she will check with Ruth, because Ruth's office was planning to develop one for use in their region. Questions are basically (1) DOCLINE, (2) services, and (3) back-up library.
- main thing is to listen to the description of the situation and find out about needs, then get contact information
- schedule a follow-up call and find out how to contact
- Alan: role of the Regional Coordinators? In the PSR it will be RML staff functioning as the Regional Coordinators.
- Julie: is there a role for the MLA chapters? The people involved in the MLA chapters will be good resources for networking, helping each other, etc. because they know each others' situations well.
- Irene: consortia will also want to be involved.
- Irene and Peggy: the corporate hospital systems like Kaiser also have networks already well-established
- Dan: there are some advantages and some disadvantages to the state representative structure, so getting the consortia/MLA chapters involved is a good idea.

- Heidi: areas differ in structure and existing relationships; i.e. the San Diego area is big into the MOUs.
- Heidi will talk with Dan to find out what is working for other regions

Table-Top Exercise

Initial call:
- Irene played the role of the hospital librarian who experienced the incident
- Marco answered Irene's telephone call to the RML
- Marco referred the call to Heidi
- Heidi asked about Irene's welfare—Irene was fine, but was by herself at the time
- Heidi asked for more information about the existing situation
- Irene: she had called Security to deal with the patient, but by the time they arrived, all current journals had been sprayed with the fire extinguisher and all books were wet from the sprinklers being activated. About 12 computers were down because of the damage from the extinguishers. Most pressing need is for access to online resources.
- Heidi: does Irene have a staff computer (yes). Should Heidi contact NLM to obtain the EAI username and password, which will give temporary full-text access to the 300 titles covered? (yes) Heidi will get back to Irene within the hour about this.
- Heidi: any other physical needs? Irene: EAI titles will be sufficient for the needs of her patrons temporarily.
- DOCLINE is still up via Irene's staff computer, but lending should be de-activated
- Irene may request temporary loan of some print resources
- Julie: *the DOCLINE piece in the process needs to be re-worded*—suggests "are you able to fill DOCLINE requests?" rather than asking whether DOCLINE should be de-activated because the member will most likely be able to continue submitting requests, however, in the smaller institutions, all services may be inactive because all computers may be affected.
- if the network member needs advice about how to begin salvage of any particular materials—recommendation is to call WESTPAS (*add this to the cheatsheet!*)
- Heidi: established when to call back and how to contact, summarized that she will send the user id and password to EAI and will check the Toolkit for salvage information and send the URL to Irene, also gave the 800 number for WESTPAS
- Julie: suggested asking about whether any unique resources were damaged—this question isn't in the flowchart, but should be asked as a reminder to the affected network member—*recommends that it be added to the flowchart for response*

Discussion:
- Dan: carefully consider what to save, realize that it will be too costly to save everything—focus must be on unique or irreplaceable materials
- Julie: believes that EAI is intended to be accessible only for a regional disaster, not an individual one, and is good for 30 days—*Heidi and/or Dan will follow-up about the scope of disaster needed to activate EAI*
- question: is EAI always there and just needs access to be given, or does it need to be activated by someone at NLM or the publishers?

- Heidi: a disaster is a perfect opportunity for hospital administrators to say the library is no longer necessary; having a plan will help to show the library's value
- Kelly: important to remember to designate ahead of time the high priority items to save as part of the plan
- Irene: confirms that advance planning is the most important part
- Kelly: for each network member, they will be part of the plan of the larger/parent institution—how will the libraries incorporate their planning with the existing one?
- *note: highlight this in the Toolkit*

"Monday" follow-up call:
- Heidi called Irene to find out what progress had been made, what needs might remain unmet
- Irene: no response yet from Facilities at the hospital; no real hardship with regard to resources
- Heidi: had Irene contacted WESTPAS? No—had not been able to get into the library to see what the extent of the damage was.

Discussion:
- Julie: question about the importance of having pictures taken for insurance claims?
- Dan: suggested we should add hospital librarians to the planning process
- encourage development and use of the NN/LM plan as an added-value item for members

Online Toolkit overview/tour comments:
- suggestion that the regions be broken down better with regard to training options—suggested using "West Coast" as a region for listing resources available
- service continuity—listed steps, including identifying core services—a good exercise
- Heidi: question about using Table Top Exercise (TTE) vs. a simulation or drill
- Dan: recommends doing a TTE first, then drill—TTEs can be informal—facilitator just needs to come up with a scenario/incident, assign roles, facilitate the process.
- maintaining the plans can be the most difficult part
- Heidi is interested in exploring how best to "incentivize" the project for members—are there any activities taking place like determining what the cost is for service dis-continuity? How is best to get the process going?
- Dan: recommended getting the process-oriented people in the region involved, finding a champion for the cause (like GoLocal)
- Julie: the MLA chapters will be a good route for getting the word out and mobilizing the members
- a good selling point is that the project can be adopted in whatever way suits the individual's environment best—from complex to basic (1-800 number plus the Toolkit)
- Heidi: how best to keep the excitement going?
- Dan: suggests keeping the emphasis on service continuity and identification of unique resources—these aspects interest everyone and are powerful motivators
- Peggy: suggested a "Quick Things to Do" area on the Toolkit
- Heidi: suggested a "How to Use This Site" link on the Toolkit
- Julie: question about how the Toolkit is/will be maintained, what about sustainability?

- Heidi: not all members see the RML in this role, so the offices will need really to push this out; basing the motivation on their need to sustain their resources. She would like to be able to provide positive input about keeping this going.

Discussion about the Memorandum of Understanding (MOU):
- MOUs are not always the best way to develop back-up relationships, but they do provide information about relationships and the services agreed upon
- Heidi: suggested using the MOU as a talking point, more a documentation of what was discussed; not signed, just filed for informational purposes
- the environment in the region may lend itself better to the "informal partnership" model than the signed document
- suggestion that we create a form, other than the existing MOU form, that would provide more of a simple outline with room for notes from the discussion
- Dan: MOU/options will be discussed further and updated
- Heidi: noted that hospital librarians work together better than their parent institutions do; they are not competitive, and readily support each other

Ideas for promoting the Plan in the PSR:
- the culture in California is that there are a lot of very active small groups
- Julie: there are 3 MLA chapter in the PSR—Hawaii/Pacific, Southern California/Arizona, and Northern California/Nevada
- the Plan will be an excellent topic for meetings, both for the MLA chapters and the smaller groups (topic for speakers, etc.)
- Alan: doubts that trying to write plans as a large group will be a reality, but introducing the topic will certainly raise awareness. Perhaps find an interested person, especially a hospital librarian, that could become the standard-bearer/"go to" person
- Dan: is there funding available from the RML to assist with rolling out the Plan?
- Heidi: yes, they will get the word out to apply for awards, and they can also work to bring in people with stories to tell
- PSR will put the 1-800-DEV-ROKS number on their regional web page and add a link to the Toolkit site
- Heidi will also discuss with Angela the idea of public library involvement
- CE courses: possible to offer through the MLA chapters—not "official" MLA credits, but especially helpful to hospital librarians who are not funded or staffed to travel—they can attend the local meetings.
- courses could be co-sponsored by the RML and also the local librarians' organizations
- hospital librarians don't have a lot of time to spare, either, so half-day programs would be best

Goal setting for the PSR—end of year three:
- get an article out about the project, i.e. Latitudes, to begin to promote and market
- hold an Adobe Connect session for the membership
- try a Table Top exercise online
- develop a promotional item for distribution at meetings, etc.
- add link to the PSR web page

- address with the resource libraries—what needs would they have?
- update the state web page on the NN/LM site (like Homeland Security page)

Discussion:
- Julie: how best to start talking with the chapters?
- Irene: will begin on Monday, can gauge interest and excitement
- question as to whether NLM will support developing marketing items—it is on the radar this year for NLM and MLA