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The NN/LM National Emergency Preparedness & Response Plan was developed in 2007 as a result of collaboration among leadership in the 8 regions of the National Network of Libraries of Medicine and experts in the field of emergency preparedness and response. The emphasis of the plan is preparedness and service continuity, which are highlighted in this presentation.

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Today's presentation will provide an overview of activities that can help you prepare for and respond to emergencies and disasters. We are going to start with risk assessment and then proceed through safety and security, identifying core services and resources, protecting highly valued materials, and obtaining outside help. We will also talk about an essential tool, the one-page service continuity pocket response plan. Before we begin step one, please be sure to print off the supporting materials that includes the scoresheet for risk assessment.

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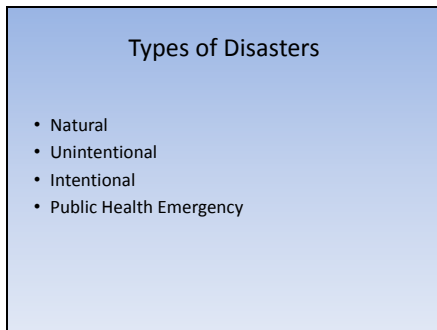
Step 1: Assess risks. In order to be prepared, you need to find out about the risks in your area. Risk assessment is the foundation of all other preparedness and response planning.

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As we go through several potential risks, please fill out this score sheet that you printed off with other supporting materials.

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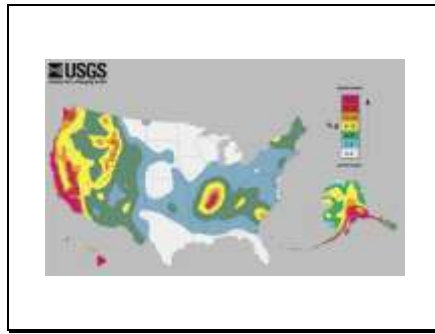
Disasters can be grouped into 4 major areas: natural, unintentional, intentional, and public health.

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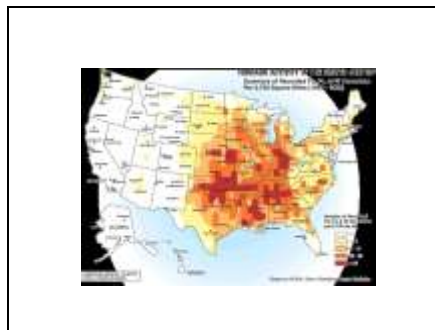
When we think about disasters, we usually think natural disasters. When we think of natural disasters we usually think of tornadoes, hurricanes and earthquakes.

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We all know of the earthquake risk along the west coast. However, there are also earthquake zones east of the Rockies. Looking at this map, give yourself 5 points if your library is within a yellow zone, 10 if orange, and 15 if red.

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Tornadoes occur in just about every state, though primarily east of the Rockies. Give yourself 5 points if your library is within a light tan zone, 10 salmon colored zone, 15 orange, and 20 red.

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Here is a map of historic paths of hurricanes. Give yourself 10 points if your library is under any of these paths and more than 100 miles inland. 20 points if your library is under one of these paths and within 100 miles of the coast.

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Flooding can occur almost anywhere there is a river. Give yourself 15 points if your library is within 5 miles of a river.

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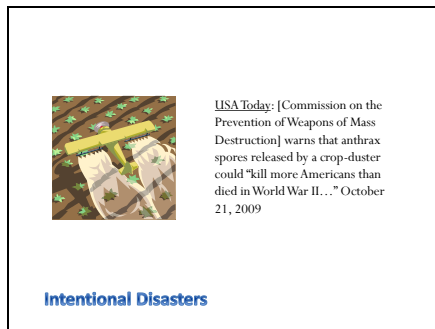
Unintentional events include railroad accidents, construction disasters, fires due to faulty wiring, and HAZMAT incidents. Train wrecks have caused HAZMAT incidents, such as a chemical spills, that can endanger people living in any area. Give yourself 10 points if your library is within 5 miles of a railroad track or a highway.

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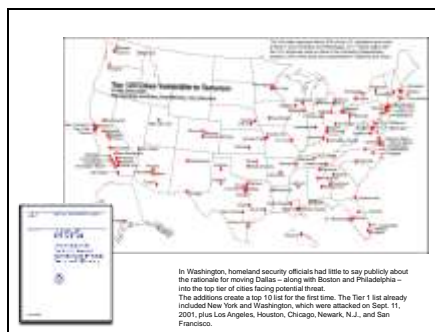
Give yourself 10 points if construction is taking place within 200 yards of your library.

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Intentional disasters. Potential targets for terrorist attacks in the United States include nuclear power and chemical plants, ports, and oil refineries. A recent commission report stated that anthrax spores released by a crop-duster could “kill more Americans than died in World War II...”

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A GOA report identified 120 US cities vulnerable to a terrorist attack and 10 that are most vulnerable, which are classed as Tier I cities. Give yourself 15 points if your library is in any of these cities. 20 points if you are in a Tier 1 city, which includes Dallas, Philadelphia, Boston, NY, Washington, LA, Houston, Chicago, Newark, NJ, and San Francisco.

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Give yourself 10 points if you are within 20 miles of a nuclear power plant.

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Your most likely risks are fire and water damage. Some of these events are accidental and some are intentional. In 1986, up to 500,000 volumes at the Los Angeles Public Library were destroyed in a fire set by an arsonist, while about 600,000 were damaged by water. Well over half a million wet books were frozen to protect them against mold. Drying and cleaning alone cost two million dollars.

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Give yourself 10 points if you have open stacks. And everyone should give themselves 15 points for having water pipes in your library.

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Wildfires can also start naturally (e.g. lightning), or set by man, either accidentally or intentionally. Give yourself 10 points if your library is located within any of the yellow areas on this map.

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As we got a taste of in the summer/fall of 2009, pandemics can result in social distancing and can greatly reduce staff productivity. An influenza outbreak can also impact your provision of services. Give yourself 10 points if you are open to the public and provide face-to-face patron services.

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Let's add up your score. Less than 25 and you are at low risk. 25-50 moderate risk; 50-100 high risk; and above 100 extremely high risk. Use this score sheet to help you develop response procedures and for conducting drills. Drill for areas of high risk.

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Step 2: Protect yourself, your staff, and your patrons. Once risk assessment for your library is complete, it is time to compile basic procedures to provide for the personal safety of your staff as well as patrons who may be in the building or library space when an emergency or disaster occurs.

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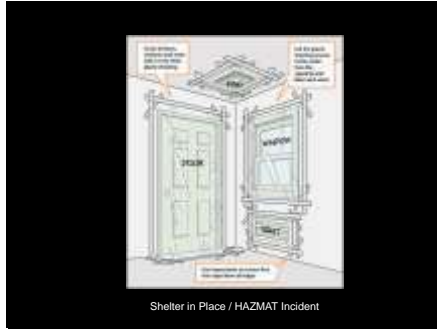
On March 1, 2007, a tornado struck the Sumter Regional Hospital in Americus, Georgia. Nobody was injured thanks to the action of nurses who went around the hospital telling patients and their families to move away from the windows.

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On March 3, 2009, the Cologne Archives Building in Cologne, Germany collapsed in about 3 minutes. (Building before the collapse is pictured in the upper left.) Reports indicate that about 20 people were in the building when a cracking sound occurred, and that all of them escaped unharmed. In this case, it appears that the best preparedness activity was having an evacuation plan, and ways for people to get out of the building quickly.

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This is a diagram of how to secure a shelter in place area. In the event of a HAZMAT incident, such as a chlorine leak, do you have a place in your building that can function as a shelter-in-place location?

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Does your staff know how to respond quickly to a medical emergency?

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Preparedness Assessment Exercise

Are your staff trained on how to react & respond to the following situations?

- A tornado warning is issued for your area
- Security calls to say that a violent person is in your vicinity
- A patron rushes up to the desk to report that someone is having a heart attack in the photocopy room
- Security calls to say that you should shelter-in-place because a train has derailed releasing chlorine gas
- Someone reports that there is water on the floor in the basement
- A construction worker rushes to the desk and tells you that you have about 3 minutes to evacuate the library
- It's Saturday afternoon and a member of your staff reports that water is pouring in from the ceiling onto your reference books

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How many of these situations are you prepared for?

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- List of Core Services**
- Interlibrary Loan
 - Website
 - Access to online resources
 - Reference assistance
 - Access to print resources
 - Study space

These are core services often attributed to libraries, and will vary based on type of library.

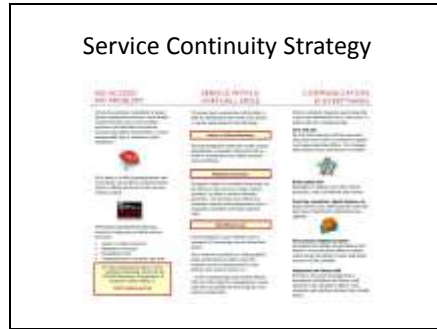
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Building Closed/ Services Available

Service	Plan
Interlibrary Loan	Will continue to be available for the "Public Library" Member patronage in good standing. If patronage is not available, the library will continue to provide the service through the "Public Library" Member patronage.
Website	The website will remain available and will continue to provide the service through the "Public Library" Member patronage. The website will continue to be available through the "Public Library" Member patronage.
Reference assistance	Reference assistance will continue to be available through the "Public Library" Member patronage. The library will continue to provide the service through the "Public Library" Member patronage.
Access to online resources	Access to online resources will continue to be available through the "Public Library" Member patronage. The library will continue to provide the service through the "Public Library" Member patronage.
Access to print resources	Access to print resources will continue to be available through the "Public Library" Member patronage. The library will continue to provide the service through the "Public Library" Member patronage.
Study space	Study space will continue to be available through the "Public Library" Member patronage. The library will continue to provide the service through the "Public Library" Member patronage.

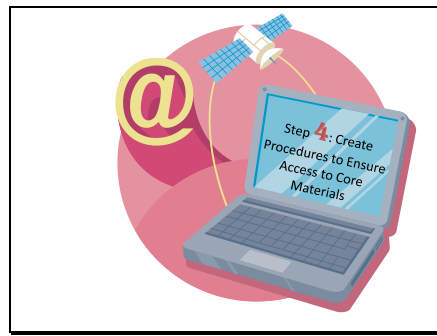
All libraries should develop a plan to keep their core services going when service is disrupted. Here's a sample plan, which is part of the supporting materials for this presentation.

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NN/LM recommends this strategy for continuing your services and resources if you need to close your library due to some kind of service disruption. Its focus is on access to online resources, reference assistance, interlibrary loan, and communication to patrons and staff. (Note: this brochure is available on the Toolkit.)

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Step 4: Determine your core online resources. Which of your electronic resources would be needed by your users immediately following a disaster?

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These can be determined by patron feedback, personal knowledge, and usage statistics. Keep in mind that there may be some resources that are not regularly used much but may be needed in the event of a disaster. Do these products apply to your library? Would you add any products to your list?

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To keep your online resources available you have two options. One: you can build ample backup power on your servers. This option is expensive and is unlikely attainable in most libraries. Option 2 is more likely. Here you provide access to your core resources on a remote server, either at your institution or a remote site.

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Sometimes following a disaster, Internet access is not available so it's important to keep on hand core textbooks that might be needed by patient care professionals. Here are the core texts identified by members of the DIMRC listserv. DIMRC is the Disaster Information Management Research Center at the National Library of Medicine.

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Step 5: Develop a Mutual Aid Agreement with another library or library network. This agreement would be activated in the event that you are unable to re-establish your services without outside assistance. Further information about mutual aid agreements can be found on the NNLM EP&R Toolkit, including sample plans that can be adapted for your needs.

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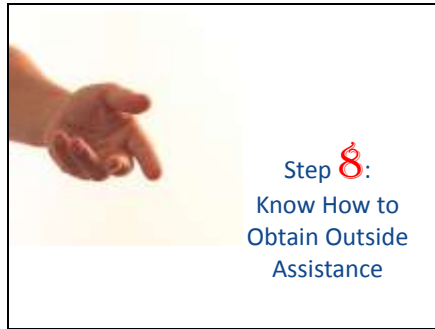
Proactively plan for the rescue and recovery of your highly valued materials. Do you have any unique or hard to replace materials, such as institutional records or historical materials that would need to be recovered? If you do, are they in a secure location? Don't forget to include paintings and other artifacts. Determine which of these items you would spend money (might be **lots of money!**) to recover. Contact a commercial salvage company (such as Munters, Belfor, or BMS) to get an idea about how much it would cost to recover your materials, should freeze-drying, mold abatement, or other services be required.

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Step 7: Develop a Communication Plan to spell-out how to communicate with the public and your staff following an emergency. Your plan should include how to place emergency notices on your website and social networking sites, such as Facebook and Twitter. Finally, determine who is permitted to talk to the media and create a succession plan to be used if the head of your library is unavailable.

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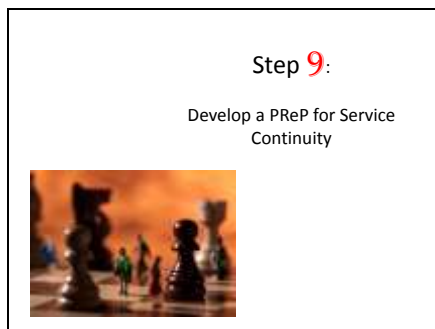
Step 8: Determine local contacts, such as a preservationist. Develop Mutual Aid Agreements with libraries in your region, and know how to contact your Regional Medical Library (1 (800) DEV-ROKS).

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Some library networks, such as Lyrisis and Amigos, also provide emergency assistance.

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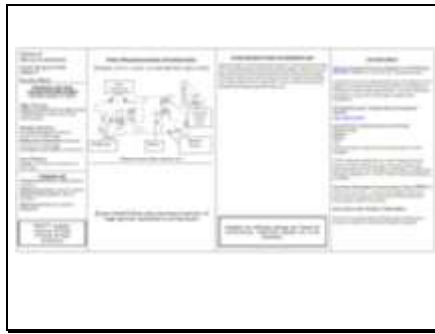
This is the most important step, and involves creating a one-page plan based on the template created by the Council of State Archivists. It's your game plan for when a service disruption hits.

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The PReP for Service Continuity is very adaptable and provides libraries with a relatively quick and effective response tool. On the front page you list institutional contacts, contact information for your library disaster team and service continuity team, your communication plan, and your service continuity plan.

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On the back page you list salvage information, vendor contacts, numbers to call to obtain help, and floorplans for emergency responders if they are the only ones allowed in your library. The template for this plan is included in your supporting materials.

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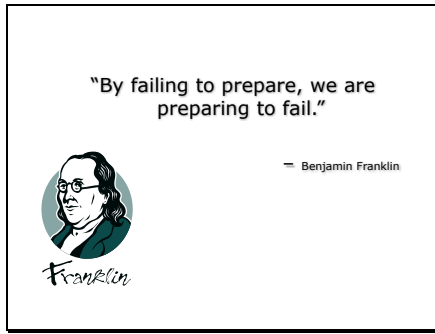
Finally, your plan at work is only as good as your plan at home. If you are not prepared for disasters at home, then you will not be available to keep your core services and resources available at work.

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Ready.gov is an excellent source for finding preparedness information for home, including at checklist for a 72-hour emergency kit.. It's also the place to go to find links to state and local government resources, agencies and services.

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Remember, the central feature of the NN/LM plan is preparedness. To quote Benjamin Franklin, "By failing to prepare, we are preparing to fail." A library that is prepared for a disaster is more likely be able to maintain access to its core services and resources and will be in position to help other libraries, its parent institution, or the community.

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Finally, become familiar with the NN/LM Emergency Preparedness & Response Toolkit. In it you will find supporting resources for this presentation as well as disaster-related news. Thank you for participating in this presentation. Please contact me if you have any questions or need any assistance. You can also get regional support and assistance by contacting you regional medical library at 1800 dev roks (rocks without a c)

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