

National Network of Libraries of Medicine

<http://nnlm.gov>

Middle Atlantic Region:

Delaware, New Jersey, New York, Pennsylvania

Southeastern/Atlantic Region:

Alabama, District of Columbia, Florida, Georgia, Maryland, Mississippi, North Carolina, Puerto Rico, South Carolina, Tennessee, U.S. Virgin Islands, Virginia, West Virginia

Greater Midwest Region:

Illinois, Indiana, Iowa, Kentucky, Michigan, Minnesota, North Dakota, Ohio, South Dakota, Wisconsin

MidContinental Region:

Utah, Colorado, Wyoming, Kansas, Nebraska, Missouri

South Central Region:

Arkansas, Louisiana, New Mexico, Oklahoma, Texas

Pacific Northwest Region:

Alaska, Idaho, Montana, Oregon, Washington

Pacific Southwest Region:

Arizona, California, Hawaii, Nevada, U.S.-Associated Pacific Basin

New England Region:

Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont

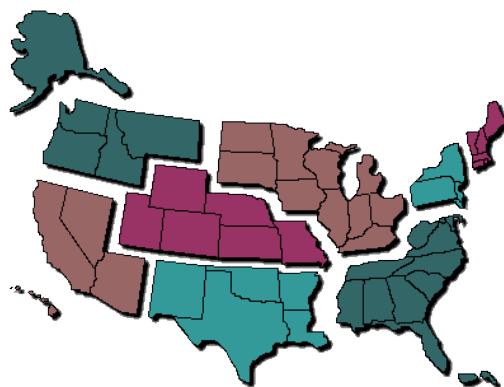
Credits

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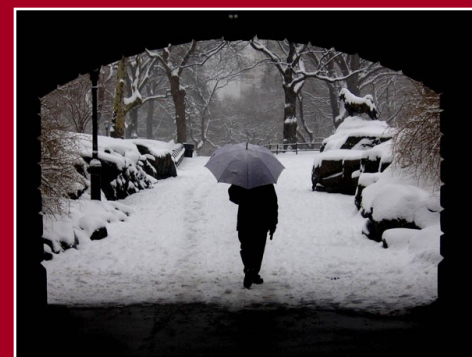
<http://nnlm.gov>
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Front Cover Photo Credit:

Central Park, NYC, February 2008. This photo has become an icon for the NN/LM Emergency Preparedness & Response Plan, as it embodies two facets of emergency management—preparedness (umbrella) and response (statue of Balto, the sled dog who led the final leg of a run to deliver diphtheria antitoxin to Nome, Alaska in 1925).

Library Closed

How to Make a Quick Switch from Onsite to Offsite Service Provision in an Emergency



Promoting continuity of library services to health professionals in the event of emergencies and disasters



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NO ACCESS? NO PROBLEM!

Given the electronic availability of many library information resources, most health sciences libraries are in an excellent position to provide their core patron services from offsite if the library is closed unexpectedly due to weather or other emergency.



All it takes is a little planning ahead, and your library can make the transition from onsite to offsite provision of core services without a hitch.



NN/LM has identified the following services as being core to offsite service provision:

- Access to online resources
- Reference assistance
- Interlibrary loan
- Communication to patrons and staff

For more information about service continuity planning, check out the NN/LM Emergency Preparedness & Response online toolkit at:

<http://nnlm.gov/ep>

SERVICE WITH A (VIRTUAL) SMILE

To ensure that your patrons will be able to find the information they need if the library is closed, make plans for the following:

Access to Online Resources

Provide designated staff with vendor contact information, usernames and passwords in order to troubleshoot any online resource access problems.

Reference Assistance

Designate staff to be available from home via the library's chat service or other virtual presence, in order to answer reference questions. Be sure that any software or username and password information that is required is installed and ready ahead of time.

Interlibrary Loan

Give Interlibrary Loan staff the tools to continue ILL borrowing services from their homes.

Have software installed on a staff members' home workstation in order to provide seamless service electronically for your patrons who need to borrow, or...

...create a partnership with another library that uses the same ILL management system and who can handle the borrowing for your patrons temporarily.

COMMUNICATION IS EVERYTHING

Service continuity depends upon being able to get your information out to your users, so make a plan for communicating.

Your web site:

Be sure that someone with the necessary skills and access will be available to update your home page from offsite. Post changes about library hours and services available.



Social media sites:

Remember to update your other virtual presences, such as Facebook and Twitter.

Your blog, newsletter, digital displays, etc.

Make sure all sites where patrons and staff may look to find library information are updated.



Your primary telephone number:

Be prepared to change the greeting on the library's voice mail from offsite to inform callers about the library's hours and which services will be available.

Information for library staff:

Provide a voice mail message from a designated staff phone for library staff about how the emergency affects work schedules and whether and how they should report.