

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

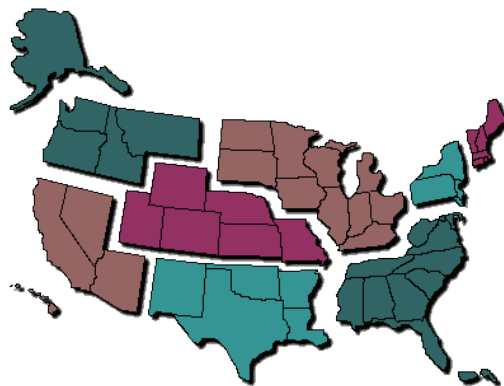
Credits

Angela Ruffin, Head, NN/LM, National Network Office

All the Regional Medical Library Directors, Associate Directors of Regional Offices and their staff

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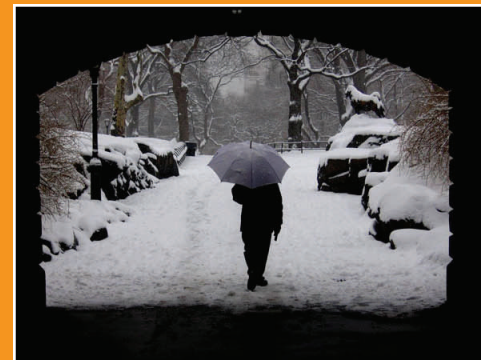


<http://nnlm.gov>
1 (800) 338-7657

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).

A 10-Step Approach to Service Continuity Planning



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



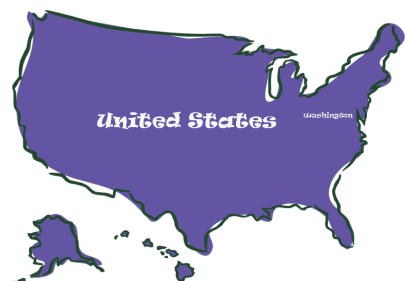
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Updated May 2009

WHY SERVICE CONTINUITY?

A Strong Network

Because of its strong nationwide network of health information providers, NN/LM is uniquely positioned to promote the continuity of information services to healthcare providers in times of emergency or disaster.



Existing Needs

After Hurricanes Katrina and Rita in 2005, health sciences librarians assisted healthcare workers in temporary shelters in New Orleans, locating and providing reference materials.

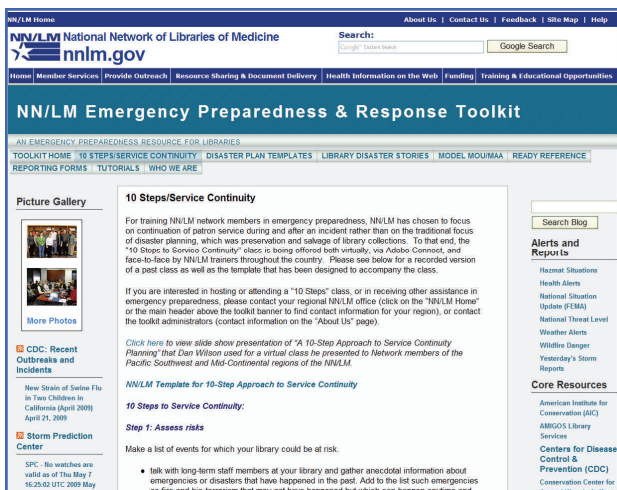


In the event of a pandemic, libraries may be closed to promote social-distancing, to help prevent spread of the disease. However, healthcare workers will still have needs for information, and health sciences librarians can continue to provide information services from home or another off-site location if plans are in place ahead of time.

HOW CAN NN/LM HELP?

A Plan and a Toolkit

NN/LM has developed an Emergency Preparedness & Response Plan to assist you in planning for service continuity, and has created resources to help you in your planning. A key resource available online is the Emergency Preparedness & Response Toolkit.



Online toolkit: <http://nmlm.gov/ep>

Knowledgeable and Helpful NN/LM Staff

NN/LM staff are available to assist you whether you are developing a plan or whether you need help to deal with an emergency or disaster. You need to remember only one telephone number...

I (800) DEV-ROKS (1 (800) 338-7657)

Calling this number will connect you with the office for your NN/LM Region. The emergency preparedness and response coordinator for your state is available to help you coordinate damage control, arrange for service provision from off-site, or arrange for referral of selected services to another library or to the Regional Medical Library.

WHAT ARE THE “10 STEPS?”

NN/LM has developed an emergency preparedness class called “A 10-Step Approach to Service Continuity Planning.” The “10 Steps” class is available online on the Emergency Preparedness & Response Toolkit and is often taught “live” either via a webcast or workshop. Check with the NN/LM office for your Region to find out about training opportunities.



The “10 Steps” class covers the following basic emergency preparedness procedures:

- Step 1:** Assess risks
- Step 2:** Protect yourself, your staff, and your patrons
- Step 3:** Determine your core services
- Step 4:** Create procedures for remote access to core services
- Step 5:** Determine your core electronic resources
- Step 6:** Develop a continuity of access plan for your essential electronic resources
- Step 7:** Identify and prioritize your core print collection
- Step 8:** Identify materials that are highly valued
- Step 9:** Proactively plan for the rescue and recovery of your highly valued materials
- Step 10:** Know how to obtain outside assistance

