12 January 2012
Library Disaster Planning
Paul Burley, Technical Services Librarian, Northwestern Univ. Transportation Library

Library Disaster Planning
Transportation Librarians Roundtable
January 12, 2011

<div align="right">

Paul Burley
Technical Services Librarian
Northwestern University Transportation Library

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Introduction

Contingency plan

"[Establishes] thorough plans, procedures, and technical measures that can enable a system to be recovered as quickly and effectively as possible following a service disruption."

Swanson, Marianne, et al. *Contingency Planning Guide for Federal Information Systems*. Washington, D.C.: National Institute of Standards and Technology, 2010.

Emergency contacts

Emergency evacuation procedures
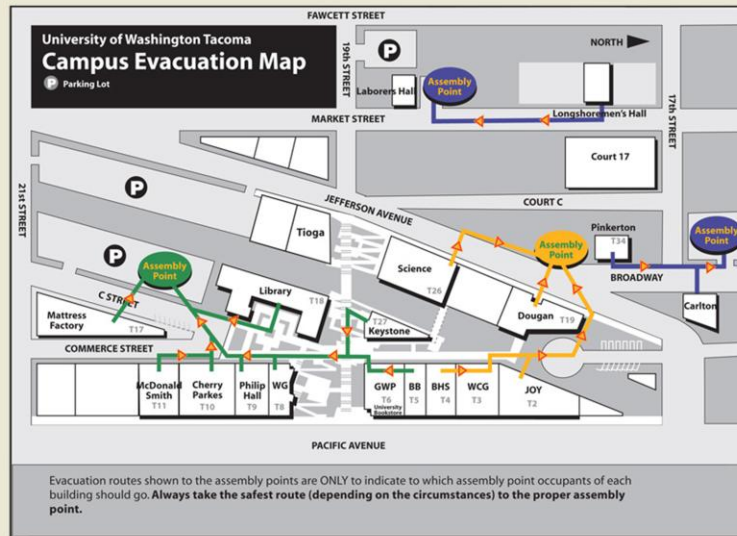
Unit description

Database vendors (see Appendix 3)

Minimum Work Requirements
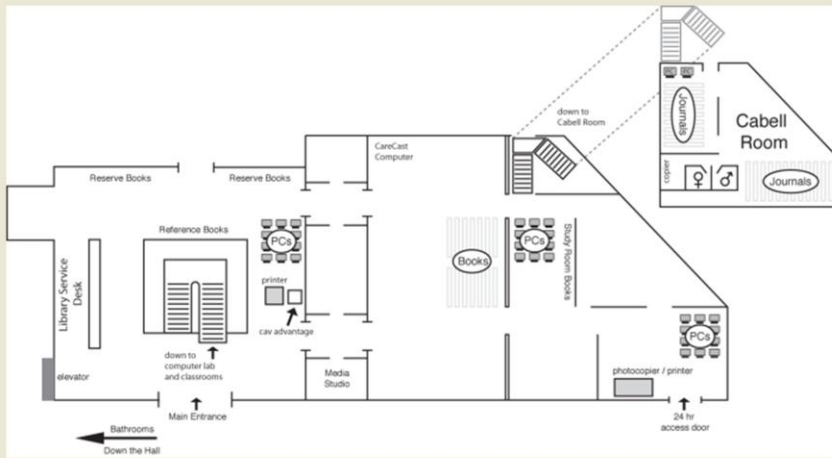
Priority	Activity	Personnel (*absolute minimum*)	Equipment/Software	PCs needed
1	• Provide electronic and access to library resources • Perform all administrative functions to support operations (payroll, billing etc.) • Manage internal and external communications and recovery steps	• Director/ Associate Director • Executive Secretary • Technical Services Head • Electronic Resources Librarian • Information technologies coordinator	All functions for priority 1 could be performed from a remote site using only a computer, Internet connection and our main Loyola Enterprise systems • GroupWise • Loyola Wired • Library Proxy Server • NetLearning	3

2	Provide
	• reference and research assistance
	• electronic course reserves
	• ILL, doc delivery
	• e-learning
		Core team from 1 +
		• ILL/Circ Coordinator
		• Outreach Coordinator
		• Technology Coordinator
			• E-learning
			• ILL software
			  o Clio
			  o Ariel (desktop client)
			• Printer / scanner/ photocopier
			• Fax machine
				4

3	Provide • Information management instruction • Technology integration support • Telehealth support	Core team from 2 + • Reference staff • LRC Head	• Video conferencing • Headset (or speakers/ microphone)	6
4	Provide physical access to print collection, computer training lab, etc.	Core team from 3 + • IT tech staff • Some circ staff	• 3M Security Gates • Copiers/printers	all
	* If major cleanup is required prior to return to physical space.	All staff	o Disaster Kit	

3

Library floor plan

From: Council of State Archivists, "Pocket Response Plan (PReP)."   http://nnlm.gov/ep/disaster-plan-templates/.

Communication plan

1. **Notification to the public and to staff**
2. **Voicemail update**
3. **Social networking sites**
4. **Communication with the Media**

From: Council of State Archivists, "Pocket Response Plan (PReP)." http://nnlm.gov/ep/disaster-plan-templates/.

Service priority plan

1. Reference
2. Interlibrary loan
3. Circulation
4. Service area
5. Acquisitions
6. Cataloging/metadata

Service priority plan

Online resources
Online resources are maintained at a vendor's remote location or on campus at [list server locations]. [Explain back-up power situation]. After 3 to 5 days without power, core online resources such as UpToDate, MDConsult, R2, online journals, and Stat!Ref [or other resources deemed "core"] might not be available at some locations. [Names of library staff] can field questions from patrons about individual title access problems.

Proxy
[Name] is responsible for proxy issues. [Name] is [his/her] backup.

Interlibrary loan
[Name, Title] can perform ILL functions from [his/her] home. In the event that [he/she] is not available to perform these functions, [explain back-up arrangements, either within your library or with a partner library.]

Library Online Chat and Email:
Library staff will regularly check the IM chat site and the email service maintained by [department or staff person's name]. [Manager's name] is responsible for coordinating this activity.

Library's web page
The library's web site is hosted [name, location of server]. We will use the library's home page to announce disaster-related information. Updating the library's home page relies on off-site Internet access and should only be activated by designated staff.

Access to Library's Print Collection
If online access is not available, patient care personnel can access the Library's print collection by contacting Security at [phone number]. All core textbooks and reference materials are located …..

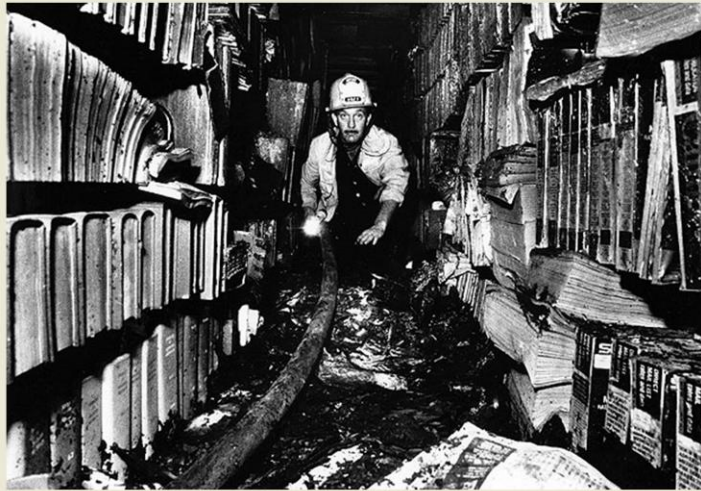From: Council of State Archivists, "Pocket Response Plan (PReP)." http://nnlm.gov/ep/disaster-plan-templates/

Water damage (leaks, floods)
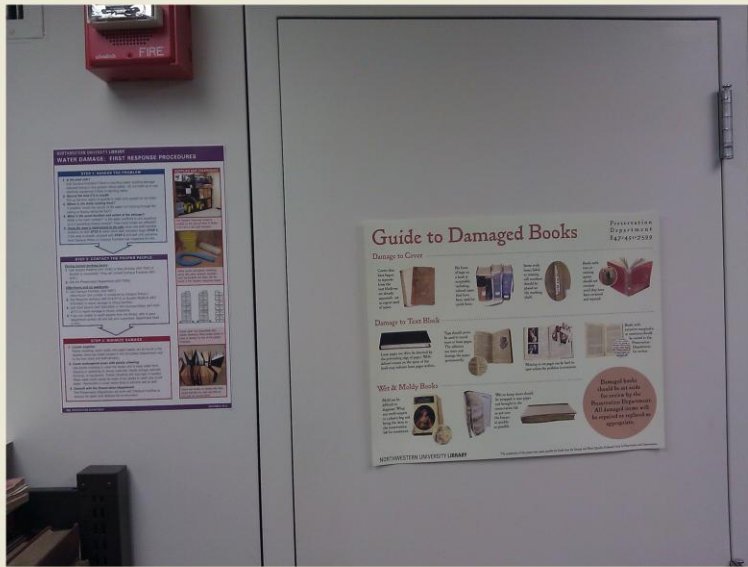
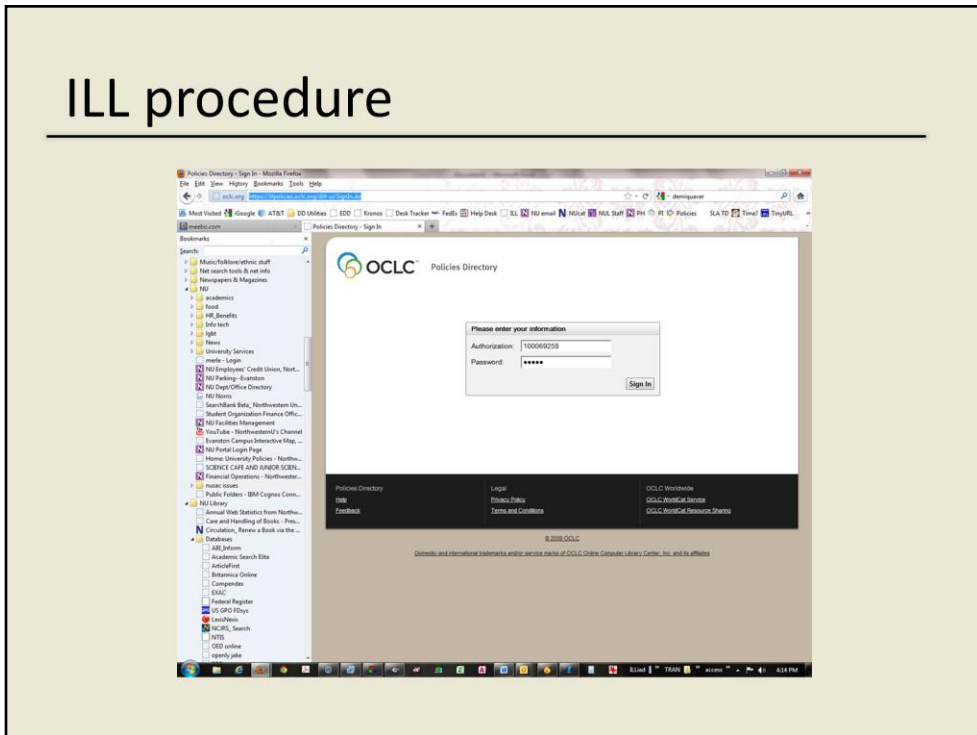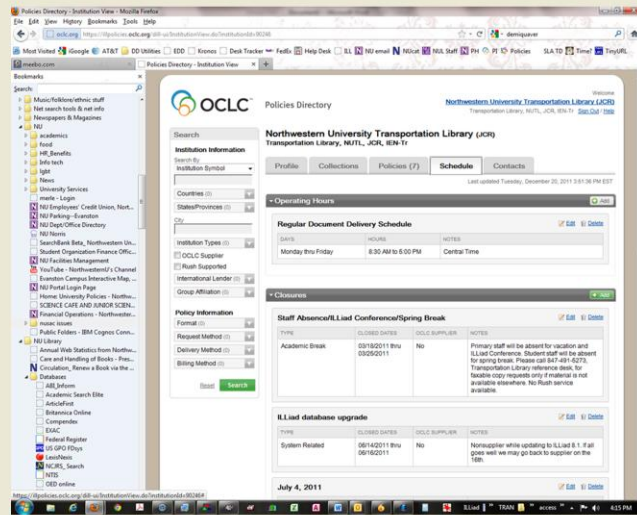# Mold outbreak

Fire

Tornado

Earthquake

Emergency supplies

ILL procedure

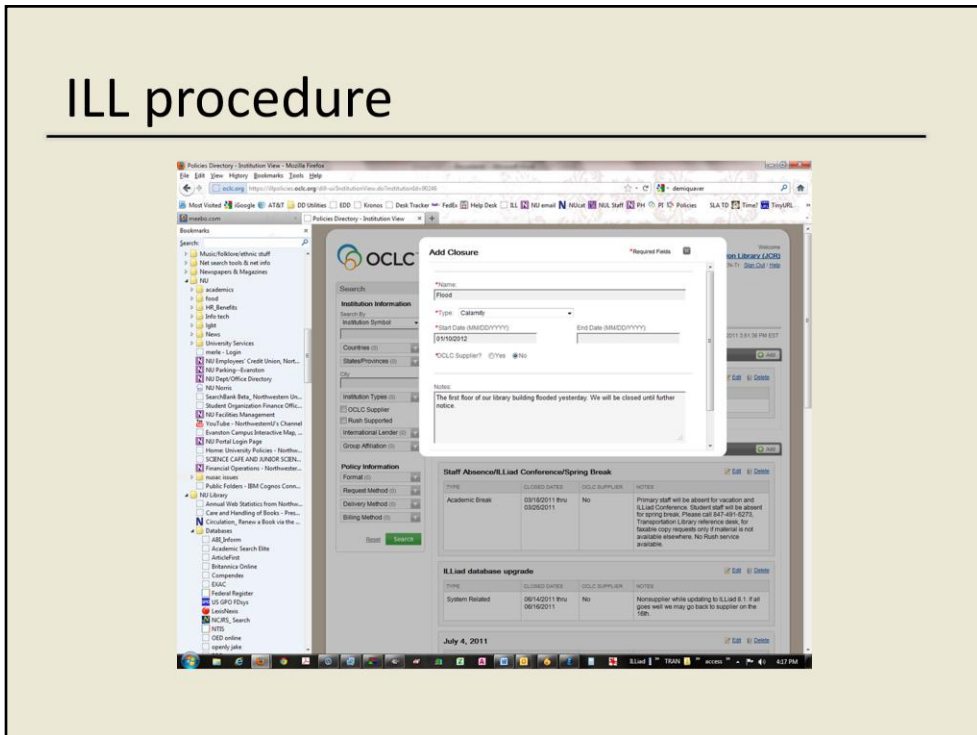If you participate in OCLC resource sharing, you should set your unit to nonsupplier in the Policies Directory, https://illpolicies.oclc.org/dill-ui/SignIn.do

ILL procedure

Go to the Schedule tab and add a new closure
Click Add in the Closures header bar to open Add Closure form

ILL procedure

If you choose Calamity as the Closure Type, you will not be required to fill in the End Date field. Scroll down in the Add Closure box to get to the Save button. The earliest date you can enter for scheduled closures is the next calendar day.

ILL procedure
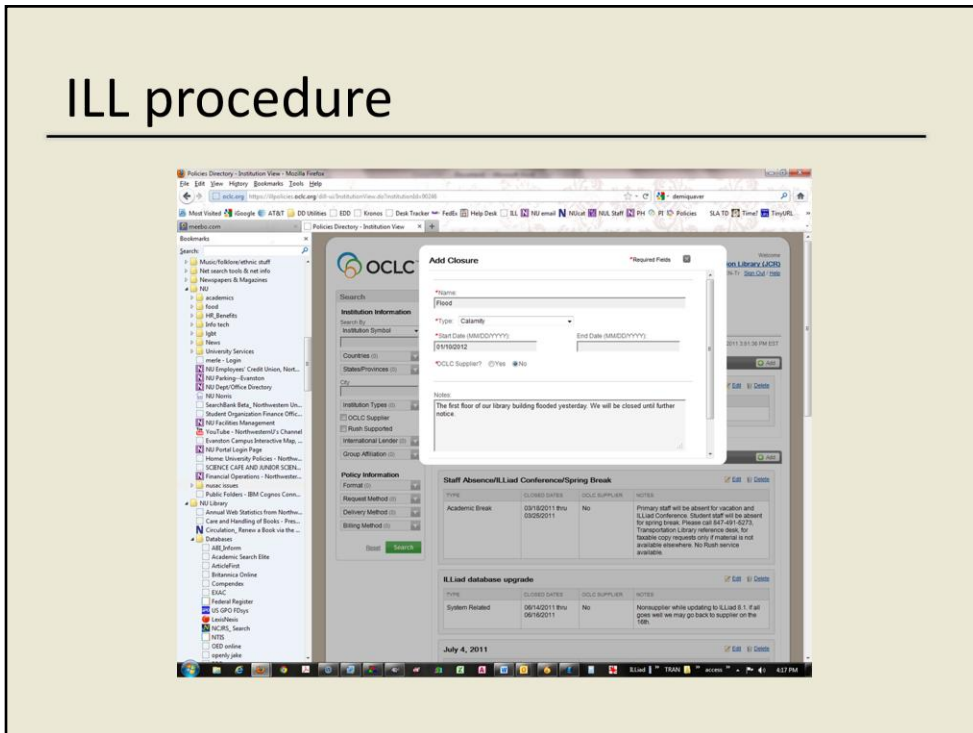
> To change your status immediately you can use the Summary page. Click the Edit link in the OCLC Supplier line, select the No radio button, and click Save.
> It's useful to do both, so people will know immediately that
> - You are closed, and
> - Folks can look at the Schedule to see how long you may be closed.
> Email appropriate internal and external mailing lists to tell people you've had to close:
> - your administration and internal mailing staff for reporting purposes
> - ILL-L (the general ILL community list)
> - Workflowtoolbox-L (the ILLiad users list)
> - Tranlib
> - TKN-related lists
> - Your numerous social media outlets – are the most obvious ones we would notify.
> Joe Ellison also sends a strong reminder: please remember to <u>remove</u> the closure notice from the schedule and reset lender status on the summary screen to yes. This part is often forgotten.

Emergency signage

Emergency signage

LIBRARY
TEMPORARILY
CLOSED DUE TO
EXPLOSION DAMAGE.
CHECK WWW.JFPL.ORG
FOR UPDATES
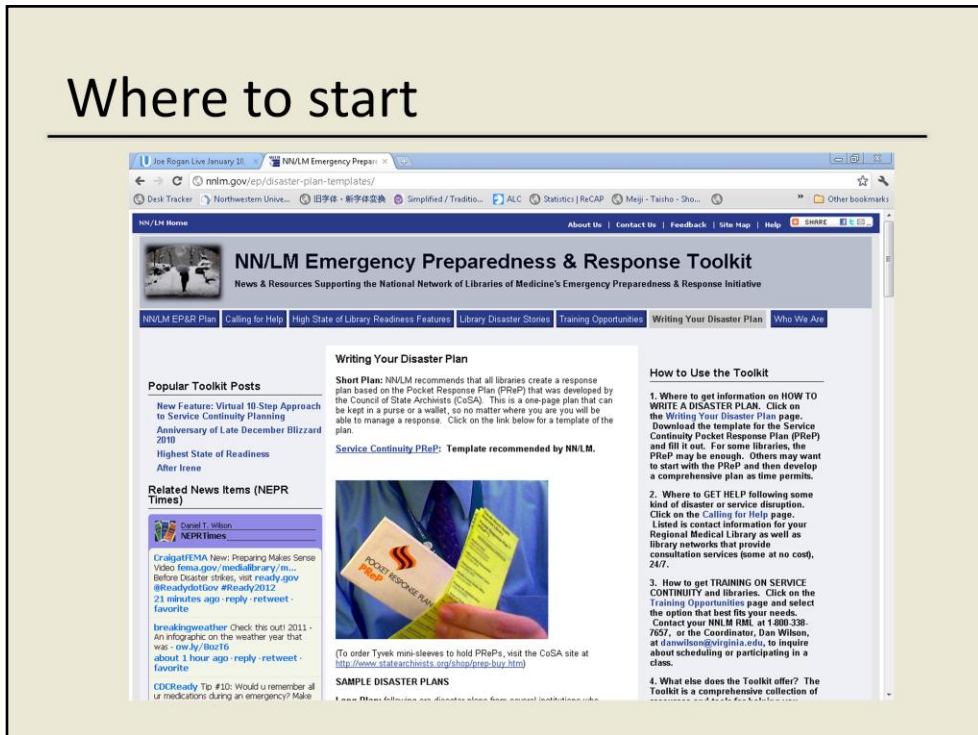
National Network of Libraries of Medicine (NN/LM)

Writing Your Disaster Plan

Short Plan: NN/LM recommends that all libraries create a response plan based on the Pocket Response Plan (PReP) that was developed by the Council of State Archivists (CoSA). This is a one-page plan that can be kept in a purse or a wallet, so no matter where you are you will be able to manage a response. Click on the link below for a template of the plan.

Service Continuity PReP: Template recommended by NN/LM.

Their recommendation of disaster preparedness manuals:

Loyola University Health Sciences Library Disaster Preparedness and Recovery Manual

University of Tennessee Health Sciences Library & Biocommunications Center Emergency Response and Disaster Plan

University of Utah ER Flip Chart

University of Virginia Claude Moore Health Sciences Library Emergency Preparedness & Response Plan If you

New Feature:

Virtual 10-Step Approach to Service Continuity Planning (short video on all of this)

High State of Library Readiness Features

1.Comprehensive Disaster Plan updated at least once a year

2.Response station that includes posted response procedures and ready access to tools (e.g., flashlights, first aid kit, bullhorn, plastic, battery operated radio, etc.) for handling an emergency

3.One-page Service Continuity Pocket Response Plan (PReP) updated at least quarterly

4.Shelter-in-place location

5.Communication plan that incorporates redundancy of means of communication (such as what to do if cell phones don't work) and procedures for updating website, Facebook page, and/or Twitter

6.Service continuity team

7.At least one scheduled evacuation drill per year

8.At least one table-top exercise per year

9.Library and/or librarians integrated into parent institution's disaster plan

10.Core print textbooks/materials identified and labeled or shelved together

11.Servers with core online resources on unlimited emergency power

12.Mutual Aid Agreements with other libraries or networks for delivery of core services

13.Prioritized recovery list of all valuable and hard to replace materials

14.Partnership (contract not required) with commercial salvage and recovery company (e.g., Belfor, BMS, Munters)

15.72-hour emergency kits at the homes of all members of service continuity team

Work from a template

Pocket Response Plan (PReP)

----Service Continuity Pocket Response Plan (PReP)
developed by the Council of State Archivists

Minimal-level contingency plan

1. Emergency numbers (police, administration)
2. Internal call list
3. Brief description of unit and business functions
4. Brief evacuation plan

Further discussion
Questions

Northwestern University Transportation Library
1970 Campus Drive, Evanston, IL 60208
p-burley@northwestern.edu
847.491.5274