



12 January 2012

Library Disaster Planning

Paul Burley, Technical Services Librarian, Northwestern Univ. Transportation
Library



**Library Disaster Planning
Transportation Librarians Roundtable
January 12, 2011**

**Paul Burley
Technical Services Librarian
Northwestern University Transportation Library**

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

disaster_unit_plan.pdf - Adobe Reader
File Edit View Window Help
4 / 11 75% Tools Comment

III. IMMEDIATE RESPONSE: WHO TO CALL

1. EMERGENCY:

FIRE 9-911 and pull nearest fire alarm
PEOPLE HURT 9-911

Evacuation, fire, medical and other 9-911 emergencies take precedence over collections. See the UW "Emergency Procedures" poster. Do NOT enter a damaged area without clearance from fire or safety officials.

2. BUILDING DAMAGE:

Building Coordinator: _____
After Hours: Physical Plant 685-1411

3. COLLECTION DAMAGE:

Library Collections Disaster Team: *Call until one is reached.*

Gary Menges	685-1589
Stephanie Lamson	543-4890
Kathleen Larson	685-1472
Kathryn Leonard	543-2273
Marty Nolan	616-6403

After Hours Cell Phone..... 206 459-5502

4. ADMINISTRATION:

Unit Head: _____

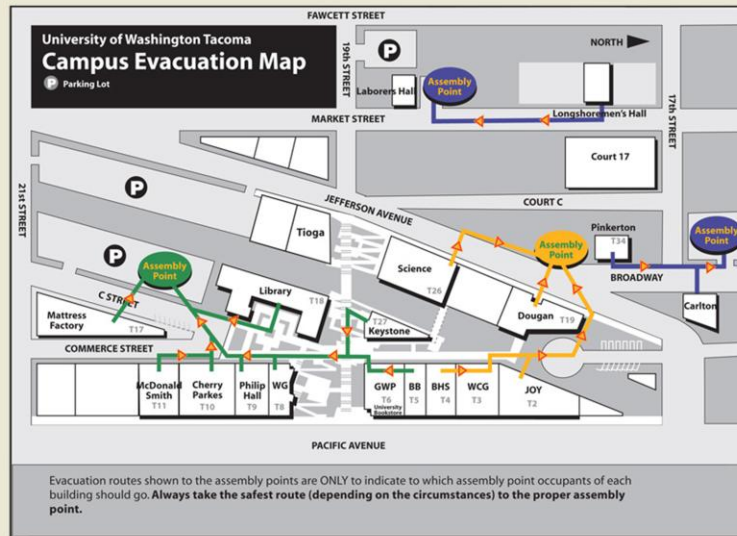
Libraries Administration: 543-1760

After Hours: *Unit Head or LCDT will call administration after hours as needed. Call until one is reached.*

Charles Chamberlin	685-1978
Betsy Wilson	543-1763
Tim Jewell	543-3890

Be prepared to state: your name, location, nature of emergency.

Emergency evacuation procedures



Unit description

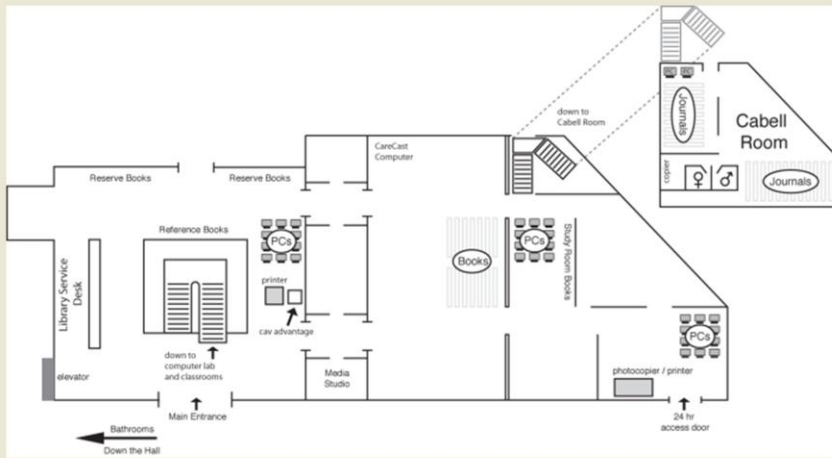
o Database vendors (see Appendix 3)

Minimum Work Requirements

Priority	Activity	Personnel (absolute minimum)	Equipment/Software	PCs needed
1	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> GroupWise Loyola Wired Library Proxy Server NetLearning 	3
2	Provide <ul style="list-style-type: none"> reference and research assistance electronic course reserves ILL, doc delivery e-learning 	Core team from 1 + <ul style="list-style-type: none"> ILL/Chc Coordinator Outreach Coordinator Technology Coordinator 	<ul style="list-style-type: none"> E-learning ILL software <ul style="list-style-type: none"> o Clio o Ariel (desktop client) Printer / scanner/ photocopier Fax machine 	4
3	Provide <ul style="list-style-type: none"> Information management instruction Technology integration support Telehealth support 	Core team from 2 + <ul style="list-style-type: none"> Reference staff LRC Head 	<ul style="list-style-type: none"> Video conferencing Headset (or speakers/ microphone) 	6
4	Provide physical access to print collection, computer training lab, etc. * If major cleanup is required prior to return to physical space.	Core team from 3 + <ul style="list-style-type: none"> IT tech staff Some circ staff All staff	<ul style="list-style-type: none"> 3M Security Gates Copiers/printers o Disaster Kit	all

3

Library floor plan



From: Council of State Archivists, "Pocket Response Plan (PRP)." <http://nml.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://nmlm.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

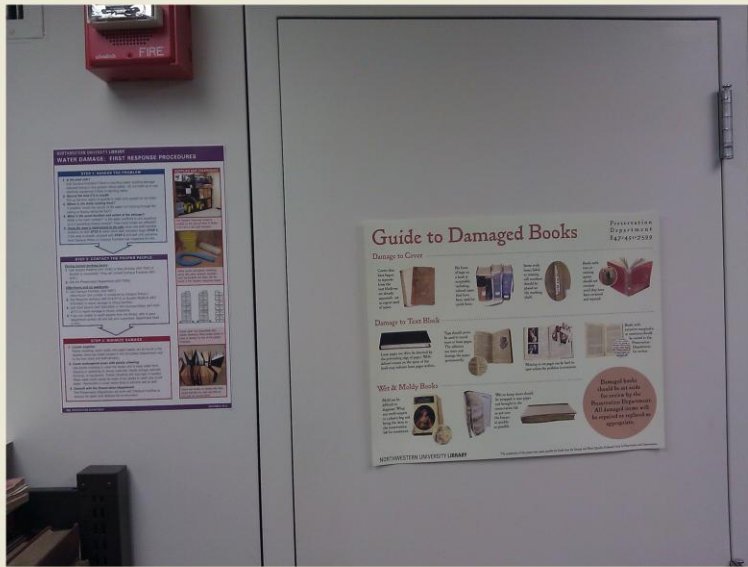
The library's web site is hosted [name, location of server]. We will use the library's home page to announce disaster-related information. Updating the library's home page relies on off-site Internet access and should only be activated by designated staff.

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 (PRP)." <http://nml.gov/ep/disaster-plan-templates/>

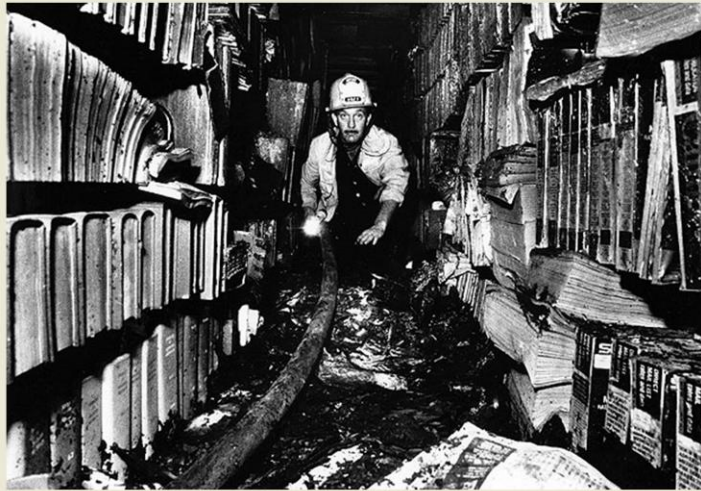
Water damage (leaks, floods)



Mold outbreak



Fire



Tornado



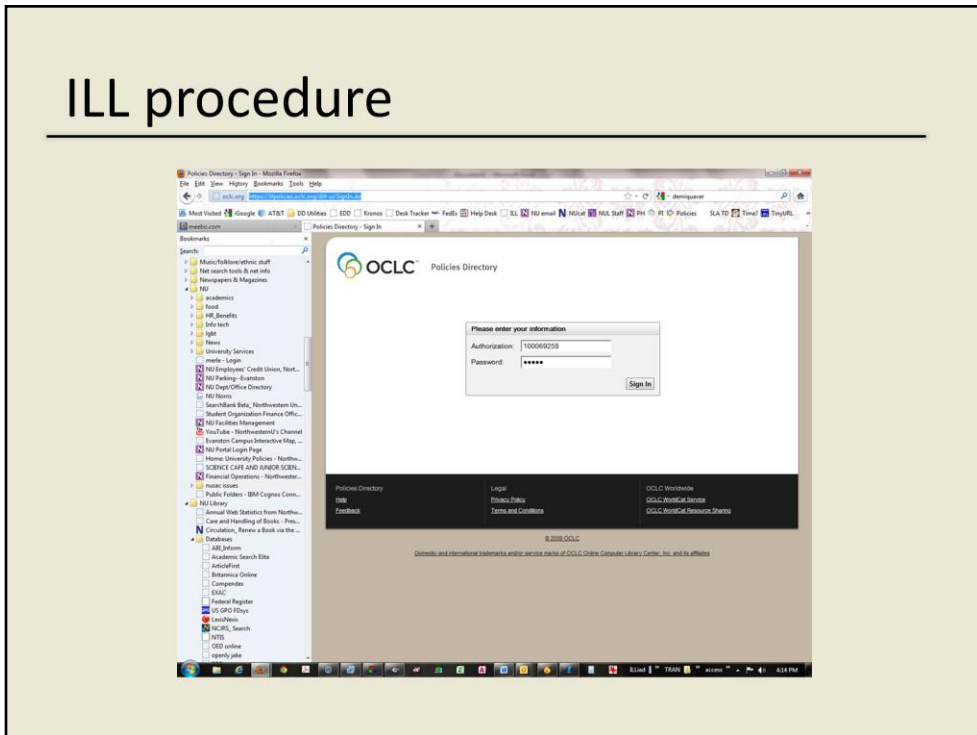
Earthquake



Emergency supplies

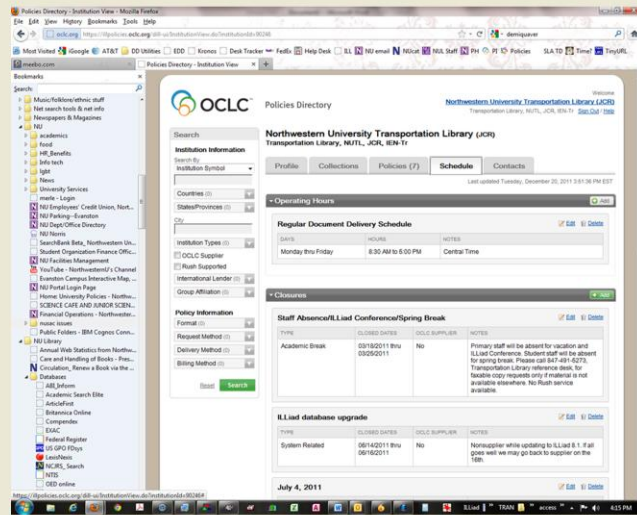


ILL procedure



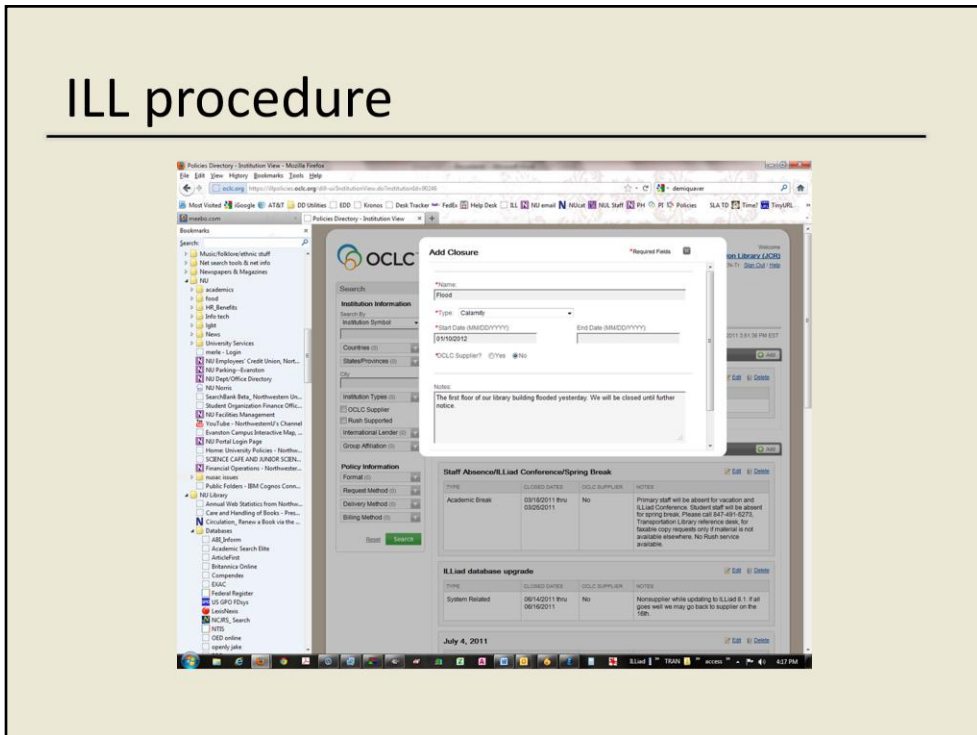
If you participate in OCLC resource sharing, you should set your unit to nonsupplier in the Policies Directory, <https://illpolicies.oclc.org/dill-ui/SignIn.do>

ILL procedure



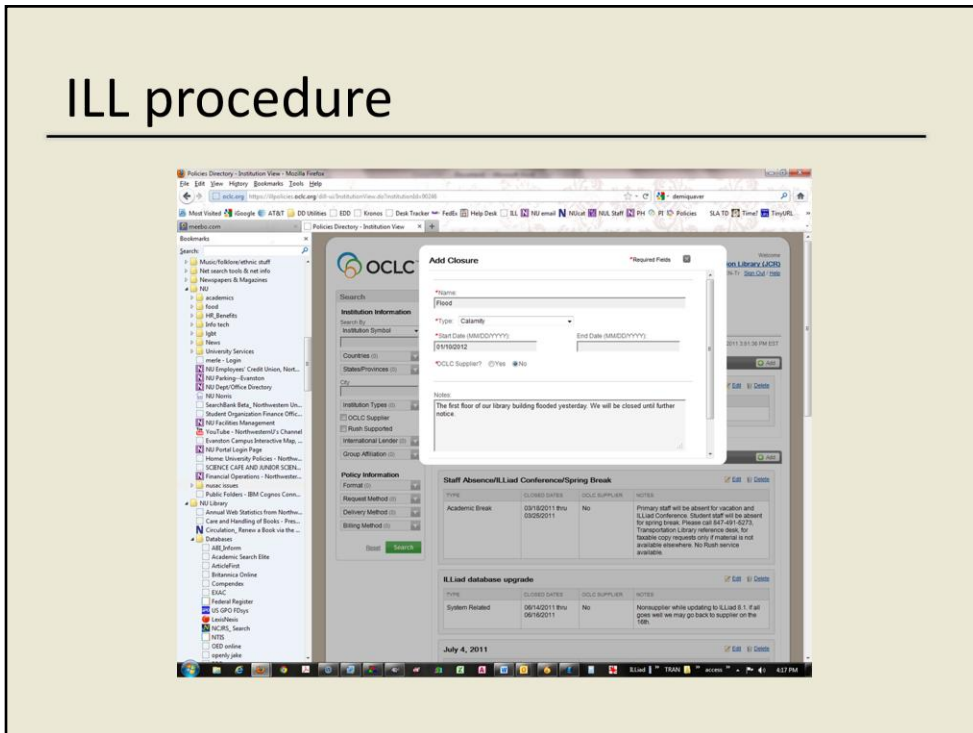
Go to the Schedule tab and add a new closure
Click Add in the Closures header bar to open Add Closure form

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 remove the closure notice from the schedule and reset lender status on the summary screen to yes. This part is often forgotten.

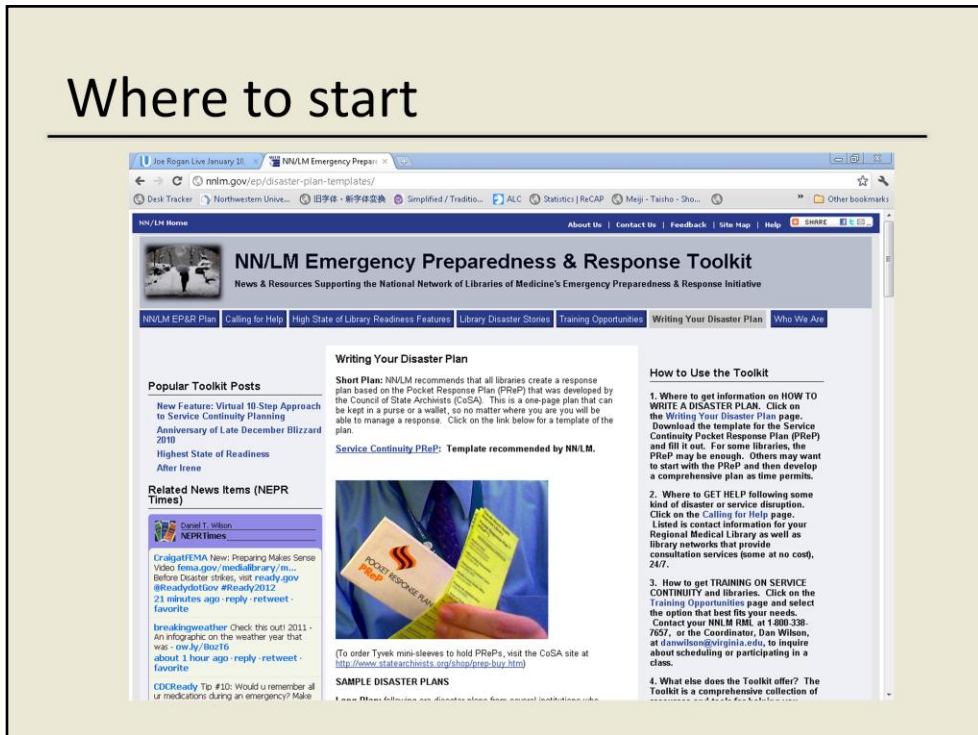
Emergency signage



Emergency signage



Where to start



<http://nnlm.gov/ep/disaster-plan-templates/>

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

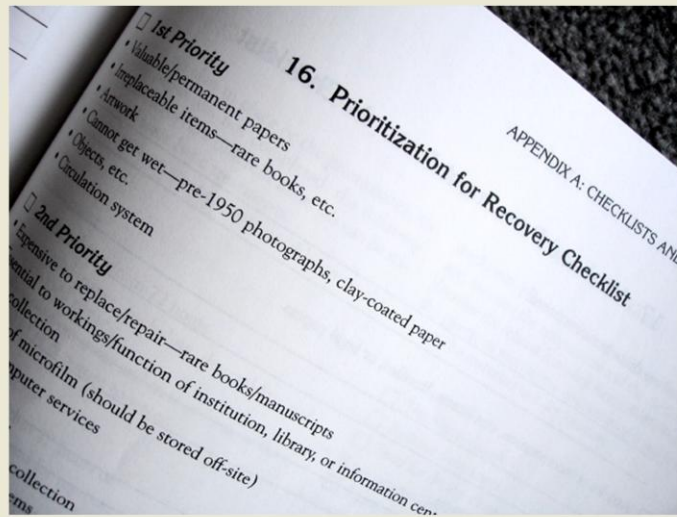
New Feature:

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)

[Name of Library/Institution]	LIBRARY DISASTER TEAM	COMMUNICATION PLAN	SERVICE CONTINUITY PLAN	SERVICE CONTINUITY TEAM
Pocket Response Plan (PReP)	Examples of library disaster team and assignment of responsibilities	[Example] Notification to the public and to staff	[Example of explanation of services and how they will be maintained]	[List over services staff by name and title/function; sample following]
Revised (Date)	Library Director (coordinates decision making; liaison to outside library)	In an emergency which closes the library, the Library Disaster Team will contact service continuity personnel.	Online resources: Online resources are maintained at a reader's remote location or on campus at (list server location). [Include back-up server locations]. After 1 to 4 days without power, some online resources such as CAP-DIGS, JSTOR, etc., online journals, and [insert] for other resources deemed "vital" might not be available at some locations. [Name of library staff] can field questions from patrons about individual title access problems.	[Name], Library Director Home: Cell: [Name], Communications Home: Cell: [Name], Interlibrary Loan Operations Home: Cell: [Name], [online catalog] operations Home: Cell: [Name], Service Desk Supervisor Home: Cell: [Name], Evening Supervisor Home: Cell: [Name], Information Services Home: Cell: [Name], Historical Collections Home: Cell: [Name], Collections Home: Cell: [Name], Administration Home: Cell: [Name], Web Master Home: Cell: [Name], Head of Interlibrary Loan, [insert library] Office: [Name], IT Home:
INSTITUTIONAL CONTACTS	Associate Director, Collection Management/Access Services (Emergency Response Coordinator, liaison to the Assistant Director of Historical Collections, JSTOR and back-up libraries)	Staff will be alerted via a email or phone to call a designated library phone number for updated information.	Library's Voicemail update: person (as per the Library Service Desk for information).	
Medical Center	Associate Director, Library Technology & Development (network environment, computer equipment and data)	To change the voice mail message, a designated person will call (phone number) then enter the extension number for the Service Desk telephone. The password (password) will be entered. The new message will give the current status and information about how to access the library's services and get PReP.	Proxy: [Name] is responsible for proxy issues. [Name] is [insert] backup.	
Emergency Command Center	Business Services Manager (telephone service, facility, equipment and supplies, insurance)	Communication: [Name] (media updates to blogs and social sites)	Interlibrary loan: [Name] will perform ILL functions from [insert] home. In the event that [insert] is not available to perform these functions, [insert] back-up responsibilities, either within your library or with a partner library.]	
Health System Media Office	Emergency Preparedness & Response Liaison (EPReP) ([insert])	Social networking sites: A designated person will send alert information to the library's home page, MySIS, Facebook, and Twitter.	Library Online Chat and Email: Library staff will regularly check the ILL chat site and the email service maintained by [insert] or staff persons named. [insert] named is responsible for coordinating this activity.	
Finance & Administration		Communication with the Media: The Library Director (or designee) is the only person who is authorized to speak with the		
Dean of Medical School				
Student Affairs (Medical)				
Dean of the Nursing School				
Student Affairs (Nursing Undergrad)				
Student Affairs (Nursing Grad)				
Hospital Security				
Facilities Management				
Environmental Health & Safety				
Housekeeping				
Systems Control				

--- 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