

Resiliency Planning for Libraries & Their Communities

Kentucky Department for Libraries & Archives
January 27, 2022

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Disaster Preparedness & Community Resiliency



The Four Resiliency Tools You Need

- Continuity of Operations Plan (COOP)
- “A Seat at the Table” Working with Emergency Management
- FEMA’s Community Tabletop Exercises
- Emergency Action Plan (EAP)



Resiliency Planning vs Disaster Planning: What's the Difference?

- Holistic View of a Community
- Highly Participatory
- Engages the Entire Community
- Forward Looking
- Aspirational



Continuity of Operations Plan (COOP)

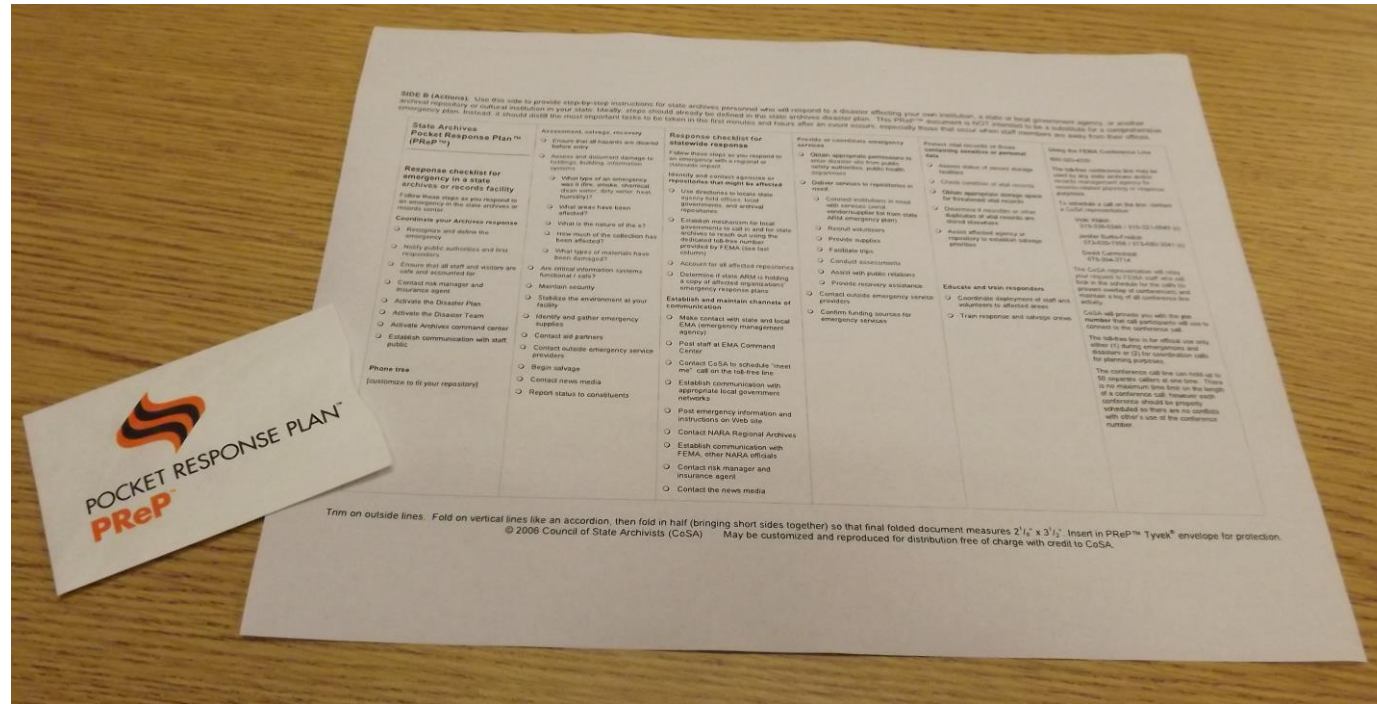
- In addition to traditional disaster plan.
- May supplant traditional disaster plan.
- Addresses how the library will resume services to the public after a disaster.
- Has your library staff taken training in providing information services related to social services, medical information, insurance information, FEMA forms, and disaster response and recovery?
- Will your library need to supply food, water, shelter, restroom facilities?



COOP

<https://www.statearchivists.org/programs/emergency-preparedness/emergency-preparedness-resources/pocket-response-planm-prep-tm-english-template/>

Council of State Archivists Pocket Response Plan (PReP)



EMERGENCY RESPONSE COORDINATOR

ACTIVATION RESPONSIBILITIES

- **Notify Red Team (Executive)**
- **Notify Blue Team (Management)**
- **Activate Service Continuity Team (Names)**
- **Update Service Desk voicemail (Name)**
- **Email updates to all team members (Library-Staff), as needed**
- **Notify closings via email with any schedule changes**
- **Update Website Emergency Information banner on Hours page (Name)**
- **Participate in Health System Incident Management Team calls (Name)**
- **Cancel deliveries, if necessary (back page under Resources)**
- **If Family Assistance Center is activated, coordinate any space needs**
- **If requested, coordinate with Health System Accommodations Team (Library must be closed into the following day)**
- **Conduct After-action Reviews**

PREPAREDNESS RESPONSIBILITIES

- **Library liaison to the Emergency Management Workgroup**
- **Conduct bi-annual table-top exercises with managers group**

Revised 03/2020

CONTACT INFORMATION

RED TEAM-EXECUTIVE

Director
Director/Emergency Response Coordinator
Assoc. Director
Admin Manager/Backup Emergency Response Coordinator

BLUE TEAM-MANAGEMENT

Data Services
Director of IT
Historical Collections
Collections Manager
Service Desk Manager
Communications Director

LIBRARY LEADERSHIP TRANSITION

If the Library Director is unable to perform duties, responsibility is assigned to (name): general library operations, collections, space information technology, specialized services

COMMUNICATIONS PLAN

SERVICE DESK VOICEMAIL

Changes the library's voicemail message. Recorded message should provide status information. Forwarding phone to external number during business hours is also an option

WEBSITE

Makes changes to library hours. Emergency banner box on Hours page can be activated, if needed. Activate message banner on Space Reservations page. Explain that mediated reservations are suspended until library opens. Self-reservations are still available.

COMMUNICATIONS WITH MEDIA

The library director, or designee is the only person authorized to speak to the media. Information must be cleared by the Health System Media Office at XXX-XXX-XXX.

CONTINUITY OF OPERATIONS PLAN

TROUBLESHOOTING ONLINE ACCESS

(Name)
Backup email:

TROUBLESHOOTING NETWORK ACCESS

(Name)

PURCHASE REQUESTS

(Name)

DOCUMENT DELIVERY (BORROW)

(Names)

DOCUMENT DELIVERY (LENDING)

For extended closures, lending requests are de-activated by calling XXX-XXX-XXXX

MESSAGES FROM PATRONS

All library faculty and specialists will monitor and respond to messages that come through Consultation Request form

ACCESS TO LIBRARY'S PRINT COLLECTION

In the event that the Internet is compromised, describe how patrons will access the library's print collections.

SELECTIVE LIST OF RESPONSE PROCEDURES

TORNADO

Watch: monitor weather reporting stations online and via the weather radio.

Warning: announce via intercom that a

warning has posted. Instruct everyone to move away from windows.

POWER OUTAGE

If the power is off at any time for longer than 15 minutes, or if it is dark outside when the power goes off, initiate closing procedures. Check elevators to see if anyone is stranded. Check areas of the library for patrons who may need help.

MEDICAL EMERGENCY

Call XXX. Announce on the intercom that medical assistance is needed in the [state location].

AED Location: Link near Pinn Hall

FIRE/SMOKE

Call XXX. Pull fire alarm (near exit) if necessary. Fire extinguisher: hallway near staff mailboxes

SHELTER IN PLACE: staff lounge

EARTHQUAKE

DROP, COVER, and HOLD ON. Do not evacuate the library until shaking has stopped and there are no dangers (downed power lines, broken gas lines, etc.).

BOMB THREAT

Get as much information as possible, such as location of device, when it will go off, what it looks like, why it was placed, etc. Listen for environmental clues as to location of caller. Call 911 and follow instructions.

SHOOTER

Take cover.

HAZMAT INCIDENT

Follow instructions from emergency officials

REQUEST FOR CONFIDENTIAL INFORMATION

Inquiry: Contact supervisor

Subpoena: Contact supervisor

Search Warrant: Provide access and contact supervisor

Request for Access to Library Computers:

Contact IT Director

EVACUATION

Primary site (Name Site).

Secondary site: (Name Site)

RESOURCES CONTACTS

Lyrasis: 800-999-8558 (24/7 consultation assistance)

Belfor: 804-342-7444

Facilities Management

XXX-XXX

Environmental Health & Safety XXX-XXX-XXXX

Housekeeping

XXX-XXX-XXXX

Systems Control

XXX-XXX-XXXX

Print Journals (EBSCO): 800-633-4604

HISTORICAL COLLECTIONS RESCUE LIST BY PRIORITY

1. Vault (in the staff work area of Historical Collections):

All the books in the vault, both those on the shelves and those in the double-sided folio cabinet in the center of the room.

Rescued vault materials should be moved to:

2. Staff Workroom:

HISTORICAL COLLECTIONS RESCUE LIST BY PRIORITY (cont.)

List Your Priority publications:

Historical Collections:

All other materials in the compact shelving and all materials on the white shelves behind the Historical Collections Librarian's desk: Blue labels highest priority and Orange labels secondary

3. Other Historical Collections materials, books, journals, artifacts in the following places (focus on manuscripts and paintings):

List locations

*Supplies for collection salvage are located in Historical Collections' photocopy area.

Historical Collections Contacts:

- (Name), Head of Historical Collections

- (Name): Historical Collections Specialist

RELOCATION STRATEGY

(Temporary service site will be determined based on availability)

Resources

Store or relocate to temporary service site the following resources:

Historical Collections: Store

Print Journals: Store

General Collection of Books: Store

Core Textbooks: Relocate

Reference Collection: Relocate

Library Computers: Relocate 3/tore others

Library Records: Relocate

Team Members

Relocate team members listed below to temporary service site. All other team members will be assigned to work from home or will be on leave.

Library Director

Assoc. Dir. Collections & Library Services

Assoc. Dir. Knowledge Integration Research & Tech.

Administrative Services Manager

IT Director

Collections Librarian

Research & Data Services Manager

Service Desk Manager

Service Desk Team



Traditional Disaster Plans vs. One Page Coop Plan



What is the difference between traditional plans and the COOP Plan?

- Traditional Plans:
 - NEDCC D-Plan (<https://www.dplan.org/>)
 - ALA Libguides <https://libguides.ala.org/disaster/preparedness>
 - PLA Disaster Resources <http://www.ala.org/pla/resources/tools/directors-managers-administrators/emergency-preparedness>

Pandemic Disaster Planning

<http://www.ala.org/tools/atoz/pandemic-preparedness>



Librarian's Disaster Recovery and Community Resiliency Toolkit

https://www.njstatelib.org/services_for_libraries/resources/disaster_planning/



Pandemics, Epidemics, and Infestations

<https://www.njstatelib.org/wp-content/uploads/2021/04/NJSL-Pandemic-Appendix-2021.pdf>

- New Appendix to the NJSL Librarians Disaster Recovery & Community Resiliency Toolkit.
- Many of these diseases persist and have the potential to reemerge and grow to be pandemics. The table includes other illnesses plaguing society including a growing number of behavioral disturbances.
- An operational checklist is included that highlights actions librarians can take in preparing for a community-wide outbreak.
- Meant to augment information covered earlier from this guide.



A Seat at the Table Discussion Guide

Working with the Disaster Taskforce and Community Volunteers

- Who are your local Emergency Responders?
- What local organizations and agencies are active during disasters?
- What State & Federal organizations and agencies are active during disasters?



A Seat at the Table Discussion Guide

Working with the Disaster Taskforce

This Guide will help you begin thinking through the relationships need to build to have a seat at the table with disaster management and local nonprofit partners. Activities include:

- List some of the key relationships that you and/or your library need to pursue. Suggestions include emergency management, community organizers, community leaders, decision makers, and others with whom you can partner and collaborate. For this activity, keep things general.
- Identify some potential barriers to having a seat at the table and a place in the disaster management process.
- List some potential solutions to overcome these barriers.

*"If you
don't have a seat
at the table
you're probably
on the menu."*

Elizabeth Warren

www.OneMorePress.com

FEMA Tabletop Exercises—Community Preparedness

<https://www.fema.gov/about/organization/region-2>

12 “What Would You Do” Scenarios for Preparedness Facilitators:

Hurricane/Flood~ Tornado~ Wildfire~ Extreme Heat~ Active Shooter~
Pet Preparedness~ Shelter-in-Place~ Earthquakes~ Pandemic/Influenza~
Power Outage~ Winter Storm~ Small Business





FEMA

Scenario Two: Tornado Warning

A key element to successfully responding to and recovering from a major disaster is the overall preparedness of individual citizens and their families. With that in mind, we invite you to participate in a series of ‘What would you do?’ scenarios with your loved ones to assess your level of preparedness. These tabletop activities are intended to be low-stress conversation starters to be discussed, as the name implies, around your dinner table. We do not want to know your results. Following the situation, we have included some discussion questions for the activity, as well as some helpful links to enhance your individual preparedness.

Scenario: Your family has settled down for a meal together. Outside, rain suddenly erupts into a heavy downpour. Thunder booms as lightning illuminates the sky. The sky turns an eerie grayish color. Large hail begins to pound on your rooftop. A Tornado Warning has been issued for much of the county you live in. You hear a roar, like a freight train, that begins to get louder as it approaches.

Discussion Questions:

1. What ways can you be alerted of a Tornado Warning? Do you have a weather-alert radio?
2. What actions should you take if you see a tornado nearing your home? What if you were in your car?
3. Do you have a safe room designated in your home for such an emergency? What supplies have you stocked in your safe room?
4. If phone lines and cellular towers have been damaged, how will your family members communicate with each other after a tornado strikes?
5. Do you have a designated meeting area identified where your family can meet if you had to leave your house?
6. Does anyone in your family have any special needs (such as medical, emotional, or physical needs, or limited English proficiency) that might present challenges if you must stay at a shelter? If so, have you prepared a special plan for them?
7. Do you have a plan to stay with family or friends if you need to evacuate your home?
8. Do you know proper safety procedure after a tornado?

Time to see how you did!

To learn more about this scenario and to check your plan, go to <https://community.fema.gov/take-action/hazards>. With your loved ones, discuss what steps you think that you should take to improve your safety in the event such a tragedy occurs.

Helpful Links

To learn more about tornado preparedness, please visit <https://www.ready.gov/tornadoes>

Emergency Action Plan (EAP)

- Implemented *at the point of crisis*
- Considers the unique circumstances of the disaster
- Short, conditional
- Allows modification for an appropriate response
- Not a formal regulatory document



Emergency Action Plan Elements

The EAP outlines:

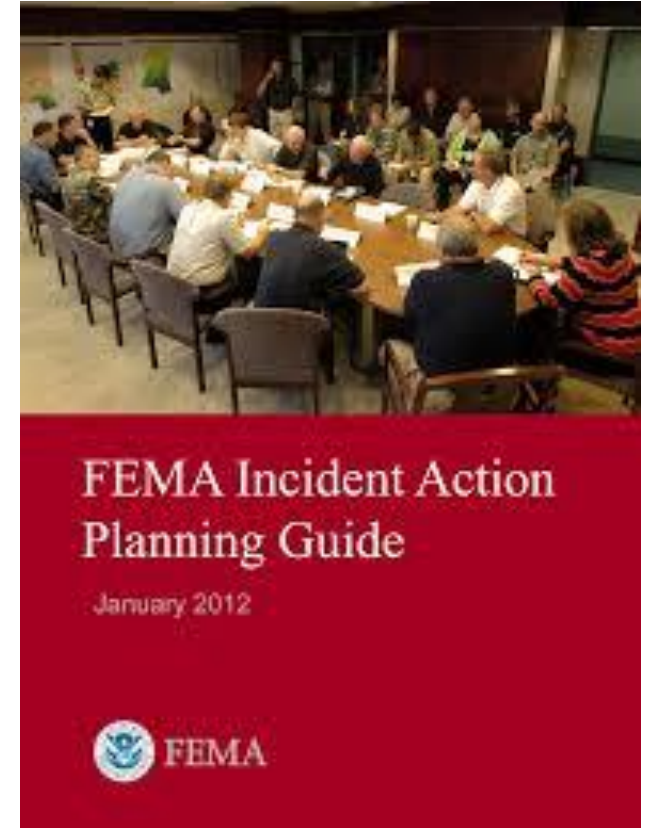
- What do we want to do?
- Who is responsible for doing it?
- How do we communicate with each other?
- What is the procedure if someone is injured?



Emergency Action Plan

Elements of an EAP also include:

- Emergency personnel names and phone numbers
- Personnel who are trained in emergency response
- Evacuation Routes and Procedures*
- Utility company emergency contacts
- Emergency medical contacts
- Specific instructions for the type of emergency*



Situational Awareness

- Making a decision at the right time under stressful conditions, often in the immediate aftermath of a disaster.
- It's a mindset, not a skill, so it cannot be practiced.
- The first step in situational awareness is to recognize that threats exist.



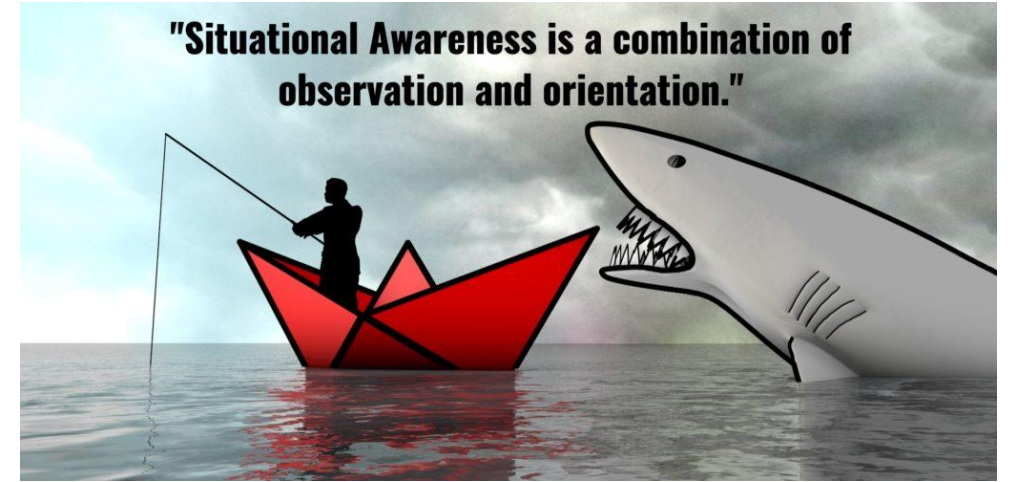
Situational Awareness

Critical Assessment

- Identify actual and potential problems
- Gauge the significance of each problem

First priority

- Tackle the most significant problem first
 1. Life/Safety
 2. Incident Stabilization
 3. Preservation of facility and collections



Recap

1. COOP
2. Seat at the Table
3. FEMA's Tabletop Exercises
4. Emergency Action Plan



Questions?



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**Thank you to the
Institute of Museum and Library Services (IMLS)
for sponsorship of this webinar.**

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