



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: _____

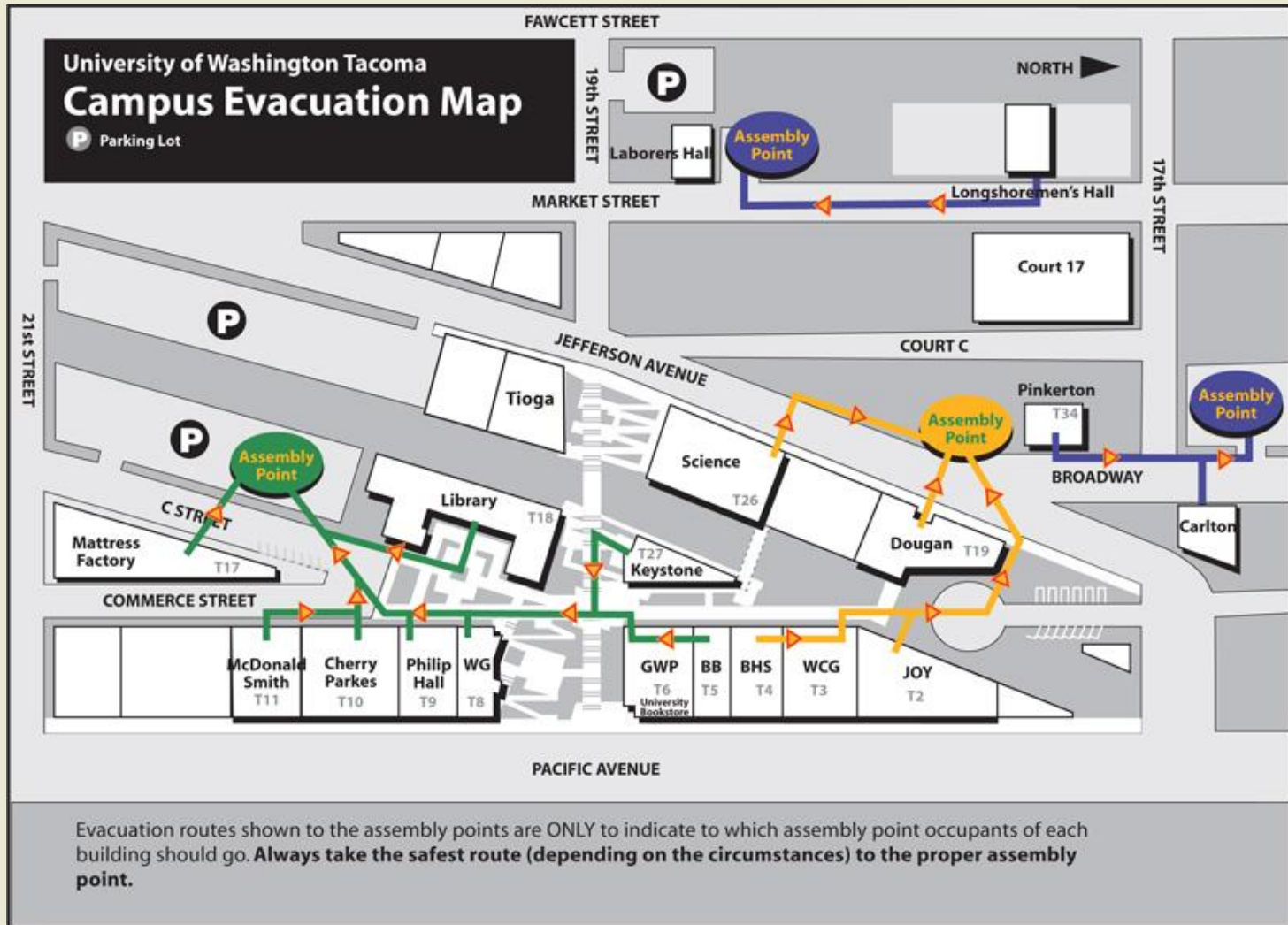
Libraries Administration: 543-1760

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



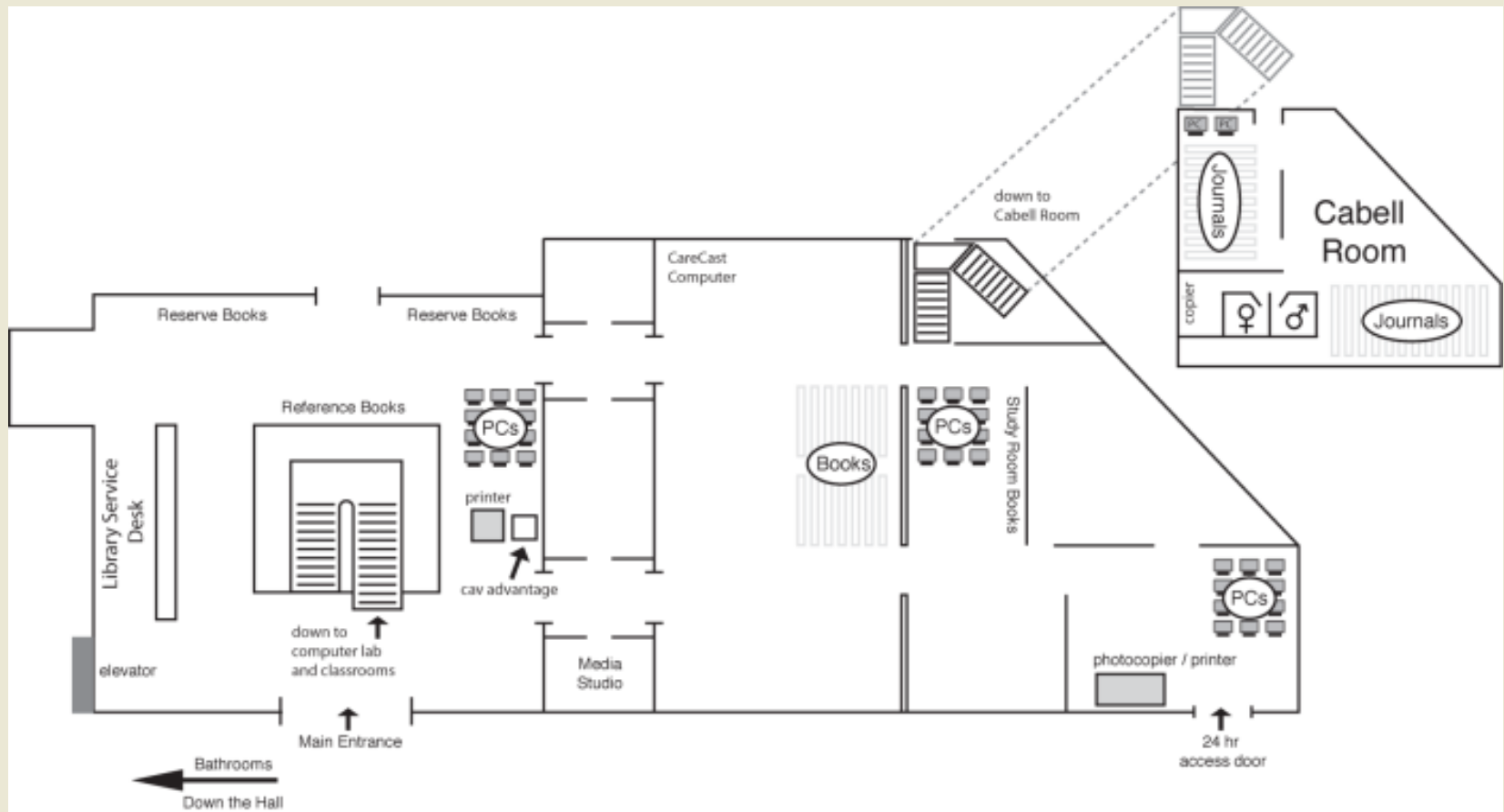
Unit description

- o Database vendors (see Appendix 3)

Minimum Work Requirements

Priority	Activity	Personnel (<i>absolute minimum</i>)	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/Circ 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.	Core team from 3 + <ul style="list-style-type: none"> • IT tech staff • Some circ staff 	<ul style="list-style-type: none"> • 3M Security Gates • Copiers/printers 	all
	* If major cleanup is required prior to return to physical space.	All staff	o Disaster Kit	

Library floor plan



From: Council of State Archivists, "Pocket Response Plan (PReP)." <http://nlnm.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

Water damage (leaks, floods)

NORTHWESTERN UNIVERSITY LIBRARY
WATER DAMAGE: FIRST RESPONSE PROCEDURES

STEP 1: ASSESS THE PROBLEM

1. Is it the great leak?
Call Campus Facilities if there is overflowing water. Building damage assessment during or after parties should notify. Do not hook up or use electrical equipment if there is overflowing water.

2. Secure the area if it is unsafe
Put up barriers, signs or guards to make sure people do not enter.

3. Where is the water coming from?
If possible, locate the source of the water to a leaking through the ceiling or flooding along the floor?

4. What is the exact location and extent of the damage?
What is the room number? Is the water confined to one package or is it spreading among several? How many books are affected?

5. Check the area is determined to be safe
Have one staff member continue on with STEP 2, while other staff members begin STEP 3. If the area is unable to proceed with STEP 3, call back staff members from Campus Facilities at Campus Facilities has inspected the site.

STEP 2: CONTACT THE PROPER PEOPLE

On-site staff members:

1. Call Disaster Planning (987-7000) or Mary Bradley (847-7141) if Disaster is unavoidable. They will contact Campus Facilities (847-5207).
2. Call the Preservation Department (847-7000).

After-hours and on weekends:

1. Call Campus Facilities (987-7000).
2. Call Research Library (847-5207) or Summer Reading (847-5207) to report damage to library location.
3. Call Staff Devote (847-5207) or Staff Communication (847-5207) to report damage to library residents.
4. If you are unable to reach anyone from the library, refer to your department director and call your supervisor. Department head (if any).

STEP 3: MINIMIZE DAMAGE

1. Locate equipment
Plastic sheeting, water tanks and paper towels can be found in the Disaster Response Room located in the Circulation Department next to the time clock and staff entrance.
2. Cover unopened stacks with plastic sheeting
Use double sheeting to cover the stacks and to keep water from dripping or seeping on library materials, nearby storage cabinets, furniture, etc. equipment. Double sheeting with duct tape if needed. Place water tanks along the base of the stacks to catch any water. Remember to cover above study to libraries and use well.
3. Consult with the Preservation Department
The Preservation Department will work with Campus Facilities to remove the water and stabilize the environment.

NO PRESERVATION DEPARTMENT REVISED 2014

SUPPLIES AND TECHNIQUES

The rescue machine used to collect in the ground has been used to dry staff stacks.

Water tanks and plastic sheeting can be used to cover stacks with no boxes and can be found in the Disaster Response Room.

Water can be removed with sponges, towels, water socks or bags of socks, or use of plastic sheeting.

Water wet books can collect with their own formal oil and you have to be careful about them.

Damage to Cover

Covers that have begun to separate from the text block are already susceptible to urgent need of repair.

No form of tape or a book is acceptable including related tapes that have been used for quick fixes.

Items with loose, faded or missing call numbers should be placed on the marking shelf.

Books with torn or missing spine should not circulate until they have been reviewed and repaired.

Damage to Text Block

Tape should never be used to mend tears or loose pages. The adhesive can stain and damage the paper permanently.

Loose pages can often be detected by the protruding edge of paper. Unfolded pages on the spine of the book may indicate loose pages within.

Books with excessive marginalia or annotations should be noted to the Preservation Department for review.

Missing or out pages can be hard to spot when the problem is extensive.

Wet & Moldy Books

Mold can be difficult to diagnose. Wrap any mold suspect in a plastic bag and bring the item to the conservation lab for treatment.

Wet or floppy items should be wrapped in wax paper and brought to the conservation lab or put into the freezer as quickly as possible.

Damaged books should be set aside for review by the Preservation Department. All damaged items will be repaired or replaced as appropriate.

Preservation Department
847-491-7599

NORTHWESTERN UNIVERSITY LIBRARY

The production of this poster was made possible by funds from the George and Mary Queen Elizabeth Fund for Preservation and Conservation.

Mold outbreak



Fire



Tornado



Earthquake



Emergency supplies



ILL procedure

Policies Directory - Sign In - Mozilla Firefox

File Edit View History Bookmarks Tools Help

oclc.org https://illpolicies.oclc.org/dill-ill/SignIn.do demiquaver

Most Visited iGoogle AT&T DD Utilities EDD Kronos Desk Tracker FedEx Help Desk ILL NU email NULcat NUL Staff PH PI Policies SLA TD Time? TinyURL

meebo.com Policies Directory - Sign In

Bookmarks

Search:

- Music/folklore/ethnic stuff
- Net search tools & net info
- Newspapers & Magazines
- NU
 - academics
 - food
 - HR_Benefits
 - Info tech
 - Igbt
 - News
 - University Services
 - merle - Login
 - NU Employees' Credit Union, Nort...
 - NU Parking--Evanston
 - NU Dept/Office Directory
 - NU Norris
 - SearchBank Beta, Northwestern Un...
 - Student Organization Finance Offic...
 - NU Facilities Management
 - YouTube - NorthwesternU's Channel
 - Evanston Campus Interactive Map, ...
 - NU Portal Login Page
 - Home: University Policies - Northw...
 - SCIENCE CAFE AND JUNIOR SCIEN...
 - Financial Operations - Northweste...
- nusac issues
- Public Folders - IBM Cognos Conn...
- NU Library
 - Annual Web Statistics from Northw...
 - Care and Handling of Books - Pres...
 - Circulation_ Renew a Book via the ...
 - Databases
 - ABI_Inform
 - Academic Search Elite
 - ArticleFirst
 - Britannica Online
 - Compendex
 - EXAC
 - Federal Register
 - US GPO FDsys
 - LexisNexis
 - NCIRS_Search
 - NTIS
 - OED online
 - openly jake

OCLC™ Policies Directory

Please enter your information

Authorization: 100069258

Password: ●●●●

Sign In

Policies Directory
Help
Feedback

Legal
Privacy Policy
Terms and Conditions

OCLC Worldwide
OCLC WorldCat Service
OCLC WorldCat Resource Sharing

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ILLiad TRAN access 4:14 PM

ILL procedure

The screenshot displays the OCLC Policies Directory interface for the Northwestern University Transportation Library (JCR). The page is viewed in a Mozilla Firefox browser. The left sidebar contains a search bar and a tree view of categories, with 'Databases' expanded to show various resources like ABI_Inform, Academic Search Elite, and others.

The main content area features the OCLC logo and the title 'Policies Directory'. Below this, the institution name 'Northwestern University Transportation Library (JCR)' is displayed, along with its location 'Transportation Library, NUTL, JCR, IEN-Tr'. Navigation tabs for 'Profile', 'Collections', 'Policies (7)', 'Schedule', and 'Contacts' are visible. The 'Schedule' tab is active, showing the 'Regular Document Delivery Schedule' table.

The 'Operating Hours' section is expanded, showing the 'Regular Document Delivery Schedule' table:

DAYS	HOURS	NOTES
Monday thru Friday	8:30 AM to 5:00 PM	Central Time

Below the schedule, the 'Closures' section is expanded, showing two tables of closures:

Staff Absence/ILLiad Conference/Spring Break

TYPE	CLOSED DATES	OCLC SUPPLIER	NOTES
Academic Break	03/18/2011 thru 03/25/2011	No	Primary staff will be absent for vacation and ILLiad Conference. Student staff will be absent for spring break. Please call 847-491-5273, Transportation Library reference desk for faxable copy requests only if material is not available elsewhere. No Rush service available.

ILLiad database upgrade

TYPE	CLOSED DATES	OCLC SUPPLIER	NOTES
System Related	06/14/2011 thru 06/16/2011	No	Nonsupplier while updating to ILLiad 8.1. If all goes well we may go back to supplier on the 16th.

The bottom of the page shows the date 'July 4, 2011' and a system tray with the time '4:15 PM'.

ILL procedure

Add Closure *Required Fields

*Name: Flood

*Type: Calamity

*Start Date (MM/DD/YYYY): 01/10/2012 End Date (MM/DD/YYYY):

OCLC Supplier? Yes No

Notes:
The first floor of our library building flooded yesterday. We will be closed until further notice.

Staff Absence/ILLiad Conference/Spring Break [Edit](#) [Delete](#)

TYPE	CLOSED DATES	OCLC SUPPLIER	NOTES
Academic Break	02/18/2011 thru 03/25/2011	No	Primary staff will be absent for vacation and ILLiad Conference. Student staff will be absent for spring break. Please call 847-491-5273. Transportation Library reference desk for faxable copy requests only if material is not available elsewhere. No Rush service available.

ILLiad database upgrade [Edit](#) [Delete](#)

TYPE	CLOSED DATES	OCLC SUPPLIER	NOTES
System Related	06/14/2011 thru 06/16/2011	No	Nonsupplier while updating to ILLiad 8.1. If all goes well we may go back to supplier on the 18th.

July 4, 2011 [Edit](#) [Delete](#)

ILL procedure

The screenshot displays the OCLC Policies Directory interface. A modal window titled "Add Closure" is open, allowing for the entry of a new closure event. The form includes fields for Name, Type, Start Date, End Date, OCLC Supplier, and Notes. Below the form, a table lists existing events under the heading "Staff Absence/ILLiad Conference/Spring Break".

Add Closure Form:

- Name: Flood
- Type: Calamity
- Start Date (MM/DD/YYYY): 01/10/2012
- End Date (MM/DD/YYYY):
- OCLC Supplier? Yes No
- Notes: The first floor of our library building flooded yesterday. We will be closed until further notice.

Staff Absence/ILLiad Conference/Spring Break Table:

TYPE	CLOSED DATES	OCLC SUPPLIER	NOTES
Academic Break	02/18/2011 thru 03/25/2011	No	Primary staff will be absent for vacation and ILLiad Conference. Student staff will be absent for spring break. Please call 847-491-5273. Transportation Library reference desk, for faxable copy requests only if material is not available elsewhere. No Rush service available.

ILLiad database upgrade Table:

TYPE	CLOSED DATES	OCLC SUPPLIER	NOTES
System Related	06/14/2011 thru 06/16/2011	No	Nonsupplier while updating to ILLiad 8.1. If all goes well we may go back to supplier on the 16th.

July 4, 2011

Emergency signage



Emergency signage



Where to start

Joe Rogan Live January 10, x NN/LM Emergency Preparedness x

nnlm.gov/ep/disaster-plan-templates/

Desk Tracker Northwestern Unive... 旧字体・新字体变换 Simplified / Traditio... ALC Statistics | ReCAP Meiji - Taisho - Sho... Other bookmarks

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NN/LM Emergency Preparedness & Response Toolkit

News & Resources Supporting the National Network of Libraries of Medicine's Emergency Preparedness & Response Initiative

NN/LM EP&R Plan Calling for Help High State of Library Readiness Features Library Disaster Stories Training Opportunities Writing Your Disaster Plan Who We Are

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.](#)

How to Use the Toolkit

- Where to get information on HOW TO WRITE A DISASTER PLAN.** Click on the [Writing Your Disaster Plan](#) page. Download the template for the Service Continuity Pocket Response Plan (PReP) and fill it out. For some libraries, the PReP may be enough. Others may want to start with the PReP and then develop a comprehensive plan as time permits.
- Where to GET HELP** following some kind of disaster or service disruption. Click on the [Calling for Help](#) page. Listed is contact information for your Regional Medical Library as well as library networks that provide consultation services (some at no cost), 24/7.
- How to get TRAINING ON SERVICE CONTINUITY** and libraries. Click on the [Training Opportunities](#) page and select the option that best fits your needs. Contact your NNLM RML at 1-800-338-7657, or the Coordinator, Dan Wilson, at danwilson@virginia.edu, to inquire about scheduling or participating in a class.
- What else does the Toolkit offer?** The Toolkit is a comprehensive collection of resources and tools for library use.

Popular Toolkit Posts

New Feature: Virtual 10-Step Approach to Service Continuity Planning
Anniversary of Late December Blizzard 2010
Highest State of Readiness
After Irene


Related News Items (NEPR Times)

Daniel T. Wilson
NEPRTimes

CraigatFEMA New: Preparing Makes Sense Video fema.gov/medialibrary/m... Before Disaster strikes, visit [@ReadydotGov #Ready2012](http://ready.gov) 21 minutes ago · reply · retweet · favorite

breakingweather Check this out! 2011 - An infographic on the weather year that was - ow.ly/BozT6 about 1 hour ago · reply · retweet · favorite

CDCReady Tip #10: Would u remember all ur medications during an emergency? Make

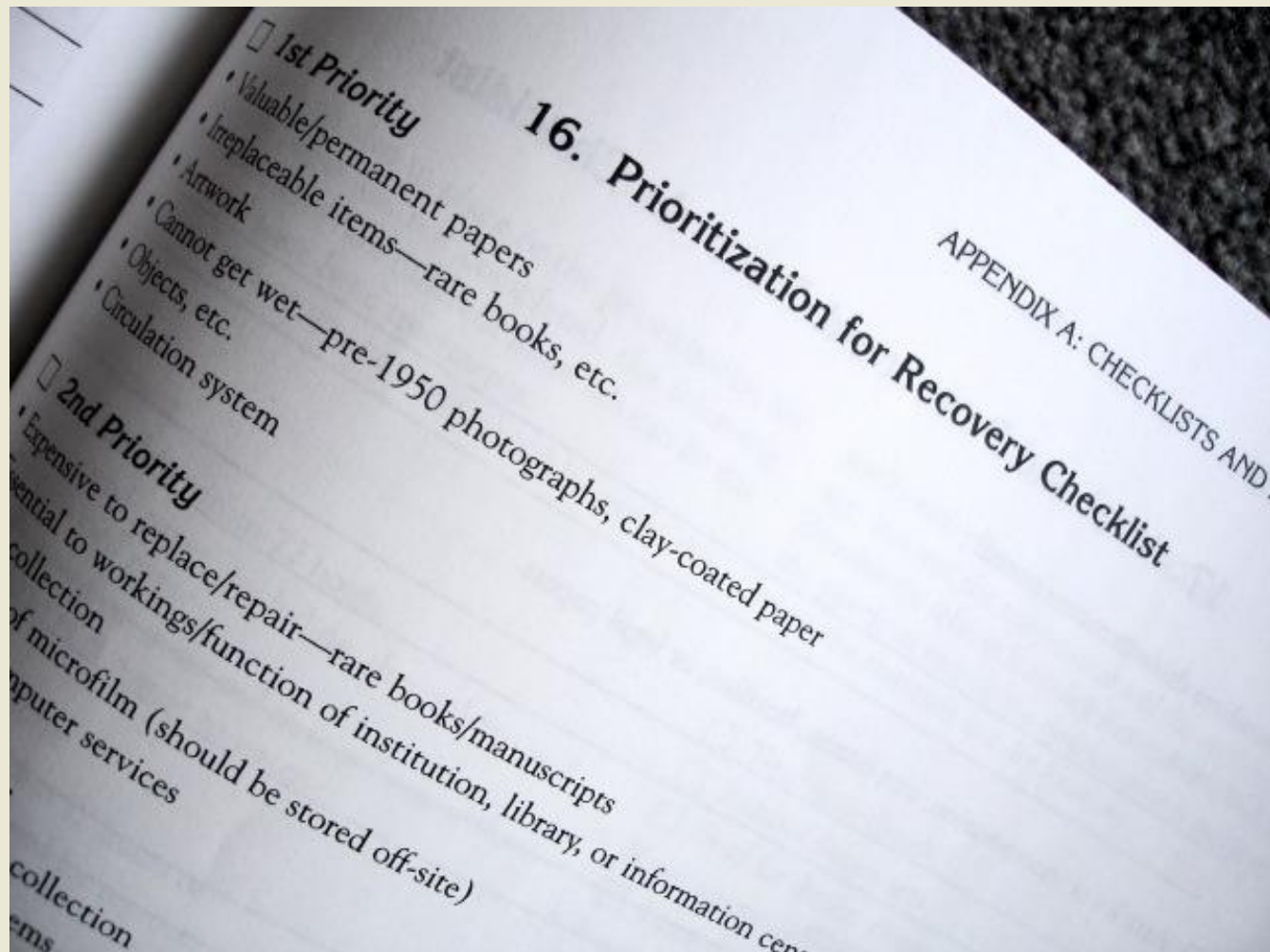


(To order Tyvek mini-sleeves to hold PRePs, visit the CoSA site at <http://www.statearchivists.org/shop/prep-buy.htm>)

SAMPLE DISASTER PLANS

Long Plan following an disaster plan from several institutions who

Work from a template



Pocket Response Plan (PReP)

[Name of Library/Institution] Pocket Response Plan (PReP) TM Revised [Date]	<u>LIBRARY DISASTER TEAM</u>	<u>COMMUNICATION PLAN</u>	<u>SERVICE CONTINUITY PLAN</u>	<u>SERVICE CONTINUITY TEAM</u>
<p>[Examples of contact information needed—office or personnel names, phone numbers, email addresses, etc.]</p> <p>Medical Center</p> <p>Office of Risk Management</p> <p>Emergency Command Center</p> <p>Health System Media Office</p> <p>Finance & Administration</p> <p>Dean of Medical School</p> <p>Student Affairs (Medical)</p> <p>Dean of the Nursing School</p> <p>Student Affairs</p> <p>(Nursing/Undergrad)</p> <p>Student Affairs</p> <p>(Nursing/Grad)</p> <p>Hospital Security</p> <p>Facilities Management</p> <p>Environmental Health & Safety</p> <p>Housekeeping</p> <p>Systems Control</p>	<p>[examples of library disaster team and assignment of responsibilities:]</p> <p>Library Director <i>(coordinates decision making, liaison to outside sources)</i></p> <p>Associate Director, Collection Management/Access Services <i>(Emergency Response Coordinator, liaison to the Assistant Director of Historical Collections, NN/LM and back-up libraries)</i></p> <p>Associate Director, Information Services <i>(patron service recovery)</i></p> <p>Associate Director, Library Technology & Development <i>(network environment, computer equipment and data)</i></p> <p>Business Services Manager <i>(telephone service, facility, equipment and supplies, insurance)</i></p> <p>Communications <i>(Information updates to blogs and social sites)</i></p> <p>Emergency Preparedness & Response Liaison <i>(EP&RP, documentation)</i></p>	<p>[Sample:]</p> <p>Notification to the public and to staff:</p> <p>In an emergency which closes the library, the Library Disaster Team will contact service continuity personnel.</p> <p>Staff will be directed via email or phone to call a designated library phone number for updated information.</p> <p>Library's Voicemail update: patrons can call the Library Service Desk for information.</p> <p>To change the voice mail message, a designated person will call [phone number] then enter the extension number for the Service Desk telephone. Use password [password]. The new message will give the current status and information about how to access the library's services and get help.</p> <p>Social networking sites: a designated person will send alert information to the library's home page, blog site, Facebook, and Twitter.</p> <p>To update these sites, [insert procedures]</p> <p>Communication with the Media: the Library Director (or designee) is the only person who is authorized to speak with the</p>	<p>[Sample of explanation of services and how they will be maintained:]</p> <p>Online resources:</p> <p>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 StatRef [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.</p> <p>Proxy:</p> <p>[Name] is responsible for proxy issues. [Name] is [his/her] backup.</p> <p>Interlibrary loan:</p> <p>[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.]</p> <p>Library Online Chat and Email:</p> <p>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.</p>	<p>[List core services staff by name and title/function; sample following:]</p> <p>[Name], Library Director Home: Cell:</p> <p>[Name], Communications Home: Cell:</p> <p>[Name], Interlibrary Loan Operations Home: Cell:</p> <p>[Name], [online catalog] operations Home: Cell:</p> <p>[Name], Service Desk Supervisor Home: Cell:</p> <p>[Name], Evening Supervisor Home: Cell:</p> <p>[Name], Information Services Home: Cell:</p> <p>[Name], Historical Collections Home: Cell:</p> <p>[Name], Collections Home: Cell:</p> <p>[Name], Administration Home: Cell:</p> <p>[Name], Web Master Home: Cell:</p> <p>[Name], Head of Interlibrary Loan, [partner library] Office: [Name], IT Home:</p>

---- *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



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