

# **MASTERS OF DISASTERS: PLANNING, RECOVERING & REBUILDING FOR RESILIENCE**

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# WHAT BROUGHT YOU HERE?

## Take 2 and Talk

**75%** of libraries have no plan in place even though **25%** have experienced an emergency or disaster. -1992 Amigos Survey

**66-80%** of libraries have no emergency plan with staff trained to carry it out. -2004 Heritage Health Index

# WHAT BROUGHT US HERE?

2004 Flood – U. Hawai'i at Mānoa





# WHAT BROUGHT US HERE?

2004 Flood, 2006 Fire – U. New Mexico



# GOALS FOR THIS PRESENTATION

Provide a framework for planning

Focus on Access Services

Focus on Capacity & Resilience

***But not...vendor info, details on techniques, etc.***

# WHAT DO WE MEAN BY DISASTER?

**Dis·as·ter**      də'zastər/

A sudden event, such as an accident or a natural catastrophe, that causes great damage or loss of life.

*159 people died in the disaster*

An event or fact that has  
unfortunate consequences.

## *A string of personal disasters*



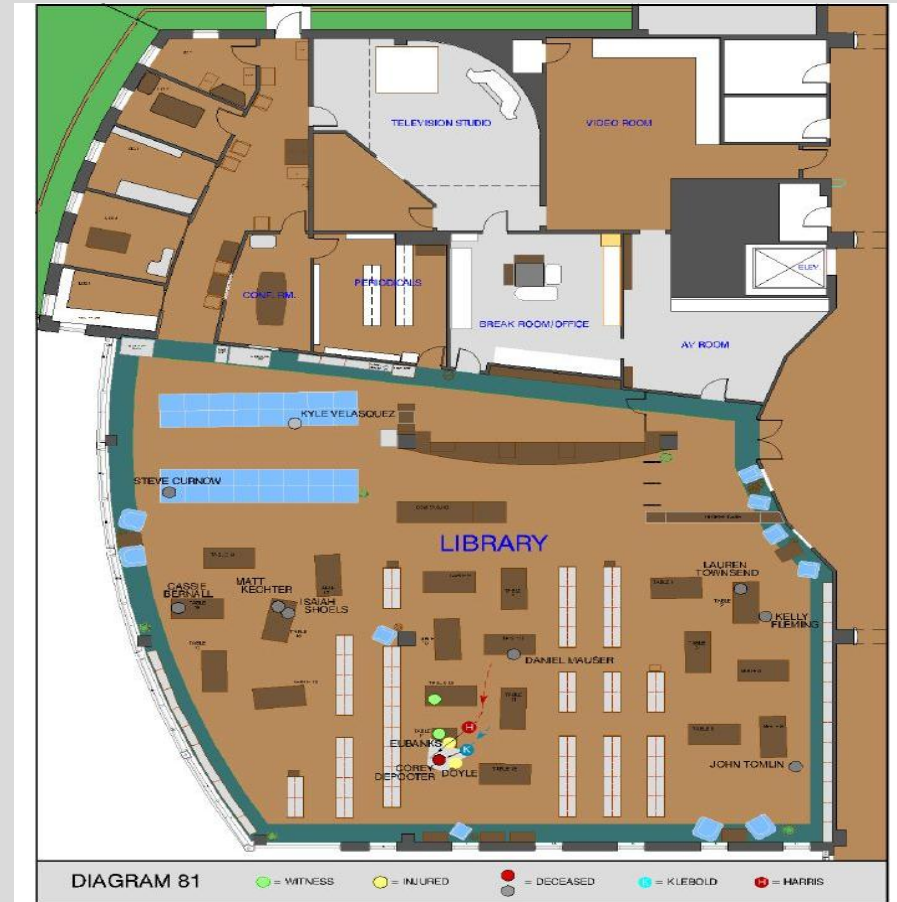


# CAUSES



**Natural**  
1966 Florence Flood

## Human 1999 Columbine Shooting



# PREPAREDNESS CYCLE





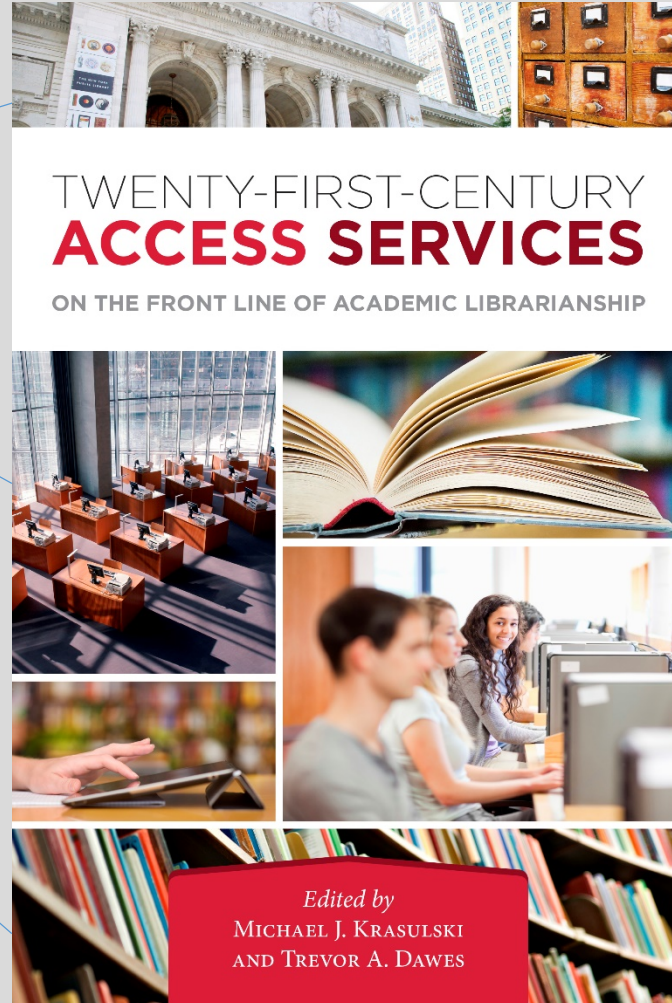
# ACCESS SERVICES: MANY ROLES

## Facilities

Safety, Comfort,  
Access

## Collections

Maintenance,  
Access



## People

Helping/Hiring

## Technology

Services,  
Access

# PLAN / PREP / RESPONSE: FACILITIES



How will you...

- Evacuate a Building...  
...and account for people?  
...or shelter in place?
- Shutoff utilities?
- Share floor plans with emergency personnel?



# PLAN / PREP / RESPONSE: COLLECTIONS



How will you...

- Protect collections?
- Offer “first response”?
- Remove collections?
- Provide access?





# PLAN / PREP / RESPONSE: SERVICES



How will you...

- Continue services?
- Find staff/user space?
- Keep everyone informed?

# PLAN / PREP / RESPONSE: PEOPLE



How will you...

- Communicate?
- Provide support?
- Build capacity & resilience?





# CAPACITY / RESILIENCE

## The Basics

*Building evacuation, first aid*

## Collections remediation

*Handling and moving wet materials, mold/mildew*

## Tabletop scenarios

*For staff and students*

## Capacity Building

*Conflict management, emotional intelligence*





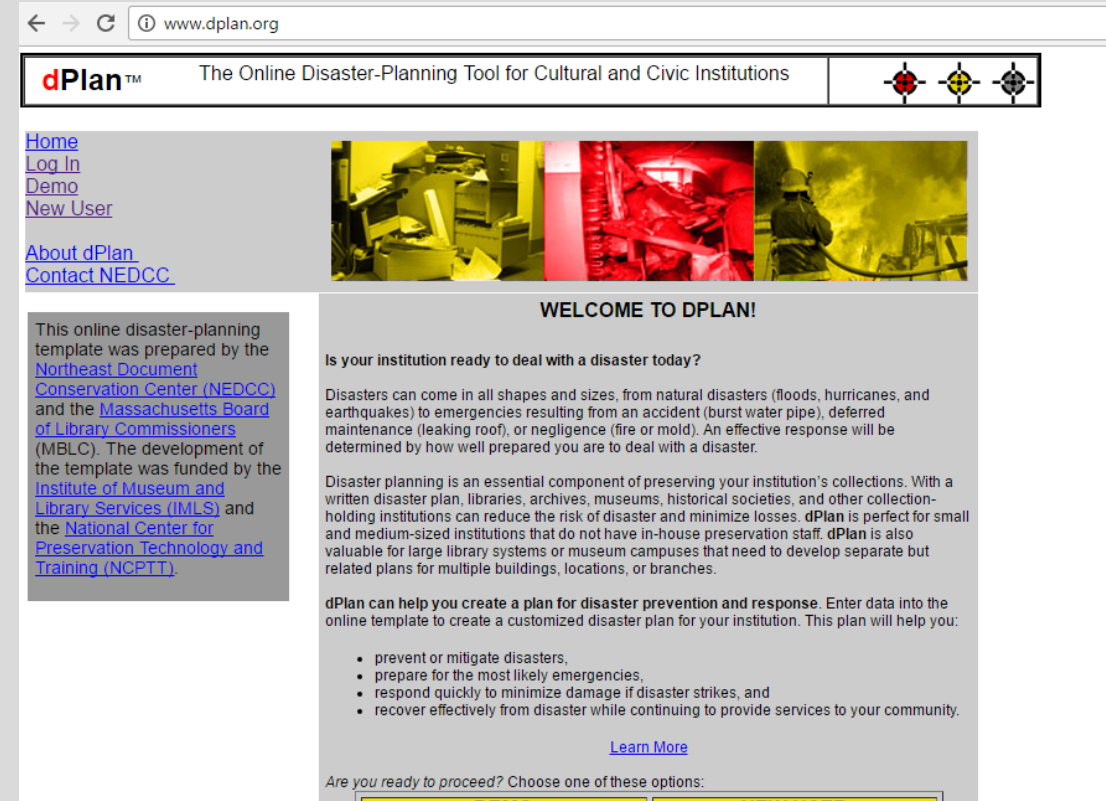
# BASIC PLAN: POCKET RESPONSE



- Institutional contacts
- Disaster team contacts & roles
- Summary of response procedures
- Communication plan
- Service continuity
- Priorities for recovery
- Floor plans
- Assistance: vendors, resources (e.g., preservationists)

# COMPREHENSIVE PLAN

- Statement of Purpose
- Contact Info
- Disaster Supplies
- Salvage Priorities
- Fact Sheets on responding to specific disasters (e.g., shooters, floods, fires)
- Appendices - contact info, floor plans, documenting forms,



# BEYOND THE PLAN: REVIEW/REVISIT/ REFINE

**Columbus Metropolitan Library  
Security Incident Report Form**

Incident report ☒ Customer accident ☐ Staff accident ☐ *UNKNOWN SUSPECT 1/11/98*

Information only ☐ Property damage / loss ☐

Date reported: 1-11-98 time reported: 2:00 a.m. p.m.

Nature of accident: Condoms thrown in library lobby

Location: Hickory

Date occurred: 1-11-98 time occurred: Det 1:00-2:00 a.m. p.m.

Person(s) involved: ? telephone: \_\_\_\_\_

Address: \_\_\_\_\_

Details of incident (who, what, when, where, why)

Used condoms were thrown in library lobby, and left in front of library entrance and hung on outside trash can. We suspect this was done by the gang of five teen boys who were trying to get into cars on Sunday afternoon.

Person reporting: Henry Taylor same as above ☐

Security notified ☐ report number: \_\_\_\_\_ date: \_\_\_\_\_

Police report made ☐ report number: \_\_\_\_\_ date: \_\_\_\_\_

Suspect's description

sex: \_\_\_\_\_ race: \_\_\_\_\_ age: \_\_\_\_\_ Height: \_\_\_\_\_ weight: \_\_\_\_\_

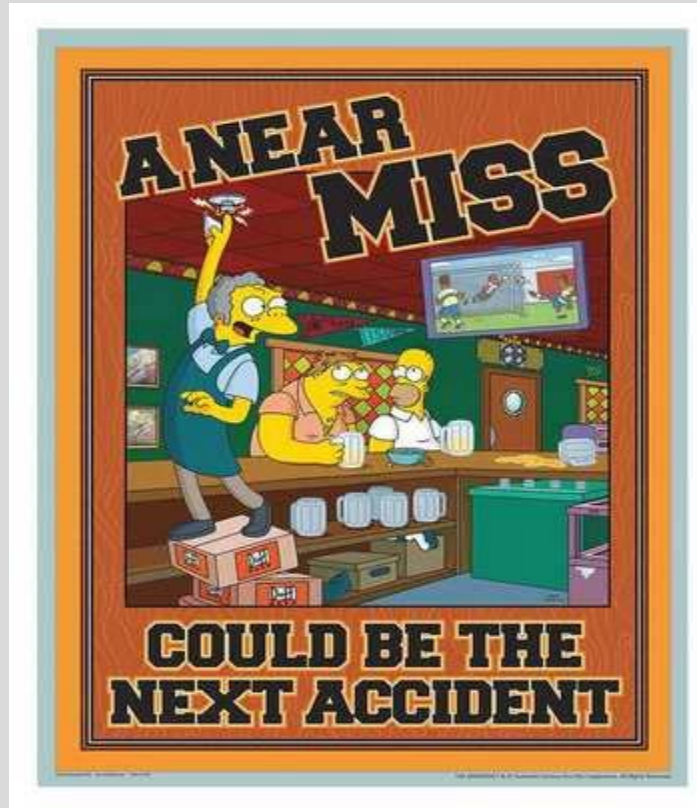
Clothing description: \_\_\_\_\_

Name (if known): \_\_\_\_\_

see other side for addition information

F-1094 Prop. Mgmt. 2/96

0158



Annual check...

Incidents

What Did/Didn't Work

What has changed?





# BEYOND THE DISASTER: PRESERVING MEMORY, MOVING FORWARD

**U.H. GOV DOCS  
AND  
MAPS DEPT.**

100

## THE FIREWATCH FOLLIES

On September 7, 2006, a month to the day after a security firm assumed Fire Watch responsibilities in Zimmerman Library, over 100 staff from University Libraries, Zimmerman affiliates and other UNM departments celebrated the transition at The Fire Watch Follies. Attendees hoping to win a donated iPod Shuffle signed in with John Gill (playing a guard on his day off from real guard duty) and received a flyer about the FireWatch Book Project.

The "Fire Watch Wall of Fame" graced the glass expanse of the Willard Room's east wall, displaying 12 weeks of Fire Watch schedules. At five "Fire Stations" visitors could list hopes for activities and awards related to the fire or FireWatch, create "FireWatch Graffiti" or have themselves photographed as an air horn. (A number of brave souls tried the horn on for size.) FireWatch Memories books displayed poems and stories created by UL staff. Photographs of the fire damage, clean-up, deconstruction and reconstruction as well as relocated services and staff flashed overhead. A sound-track of "fire-theme" songs played in the background.

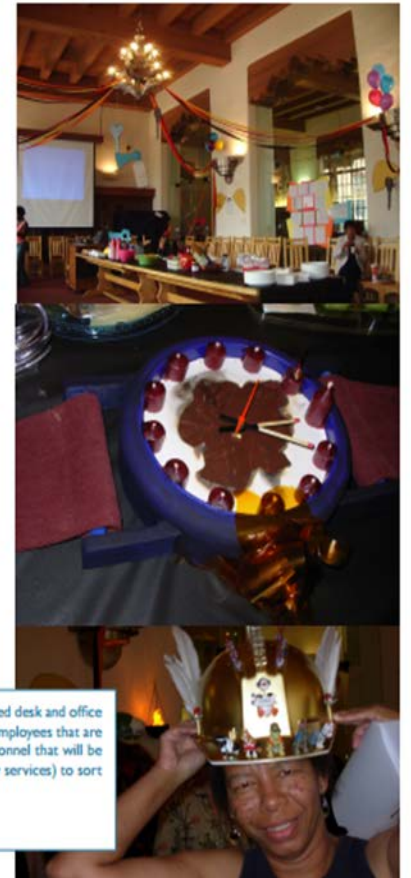
A "FireWatch" made by Pat B. ticked away on the refreshments table not far from a hardhat cake provided by Linda Skye. Linda also created a golden hardhat "crown" donned by many participants during the festivities.

The Follies began when the Firewatch Task Force, who organized the event, assembled to the theme from *Chariots of Fire*. Rebs Bauerschmidt, Deborah Cole, Michele Mals and Wendy Pedersen welcomed everyone by breaking into a song inspired by *The Wizard of Oz*:

We rep-re-sent the fire-witch gang,  
The fire-witch gang,  
The fire-witch gang,

In preparation for the Pack Back into Zimmerman, we are reviewing all of the equipment, furniture and/or boxed desk and office materials that were moved to off-site warehouses after the fire. One of the first steps will be working with employees that are now in their permanent work locations (ILL, ZIM Public Services, etc.). We will also be arranging with personnel that will be moving back into ZIM basement (Print Resources, Electronic Resources, RMBA, Instruction and WGU library services) to sort and even weed boxes of materials before moving them back....

Nancy Dennis, e-mail, August 16, 2007



# BEYOND THE PLAN: BUILD BACK BETTER?



*No one immediately involved in a major crisis or disaster even begins to think about whether or not the crisis might have some silver lining. That is the last thing on anyone's mind.*

*– Camile Alire*

DO NOT  
WORRY  
*just care*  
AND BE  
*— prepared —*

**THANK YOU**

**SLIDES / RESOURCES AVAILABLE AT:**

[HTTPS://GOO.GL/ETWTVP](https://goo.gl/etWtVP)



# RESOURCES

## Comprehensive Disaster Plans – Templates & Guides

dPlan- The online Disaster Planning template-

<http://www.dplan.org/>

Disaster Planning worksheet from dPlan.org

[http://www.dplan.org/data\\_cx\\_forms\\_20060831.PDF](http://www.dplan.org/data_cx_forms_20060831.PDF)

## Professional Assistance (including 1-800# emergency assistance)

Northeast Document Conservation Center

<https://www.nedcc.org/>

Western States & Territories Preservation Assistance Service (WESTPAS)

<http://www.westpas.org>

# RESOURCES

## Pocket Response Plans (PREP) / Continuity of Service Plans Templates & Guides

Council of State Archives

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

The National Network of Libraries of Medicine

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

University of Virginia Health Sciences Library

<http://nnlm.gov/ep/wp-content/uploads/2008/02/PReP-April-2014Public.doc>

WESTPAS Pocket Plan for Disaster Pocket Guide-WESTPAS

<http://www.lib.washington.edu/preservation/disaster/westpas-pocket-plan-for-collections-washington/view>

Psychology First Aid

[http://www.cidrap.umn.edu/sites/default/files/public/php/306/306\\_pfa\\_card\\_0.pdf](http://www.cidrap.umn.edu/sites/default/files/public/php/306/306_pfa_card_0.pdf)



# RESOURCES

## Tabletop and Other Drills & Exercises

Federal Emergency Management Association. Emergency Planning Exercises.

<https://www.fema.gov/emergency-planning-exercises>

Library of Congress, Emergency Planning Scenarios

<https://www.loc.gov/preservation/emergprep/plan/scenariosII.pdf>

Utah Govt Active Shooter Table Top exercise

[http://www.utah.gov/beready/business/documents/Active\\_Shooter\\_tabletop\\_exercise\\_facilitator\\_guide.pdf](http://www.utah.gov/beready/business/documents/Active_Shooter_tabletop_exercise_facilitator_guide.pdf)

UC Riverside Active Shooter

<http://www.ehs.ucr.edu/resources/presentations/activeshooterlessonslearned.pdf>

Note: Julie Todaro's book (*see Articles/Books*) includes scenarios.



# RESOURCES

## Articles & Books (selected)

Alire, C. (2000). *Library disaster planning and recovery handbook*. New York: Neal-Schuman.

Dillon, R. L., Tinsley, C. H., & Burns, W. J. (2014). Near-misses and future disaster preparedness. *Risk analysis*, 34(10), 1907-1922.

Halsted, D. D., Clifton, S. C., & Wilson, D. T. (2014). *Library as safe haven: Disaster planning, response, and recovery; a How-To-Do-It manual for librarians*. American Library Association.

Kahn, M. B. (2012). *Disaster response and planning for libraries*. 3rd ed. Chicago: American Library Association.

Mallery, M. (2015). *Technology disaster response and recovery planning: A LITA Guide*. American Library Association.

# RESOURCES

## Articles & Books (selected)

Pierard, C., Shoup, J., Clement, M. Clement, S., Neely, T., & Wilkinson, F. (in press). Building back better libraries: Improving planning amidst disasters. *Advances in Library Administration and Organization*.

Silverman, R. (2007). The seven deadly sins of disaster recovery. *Public Library Quarterly*, 25(3-4), 31-46.

Todaro, J. B. (2009). *Emergency preparedness for libraries*. Lanham, MD: Government Institutes

Wilkinson, F. C., Lewis, L. K., & Dennis, N. K. (2010). *Comprehensive guide to emergency preparedness and disaster recovery*. Chicago, IL: Association of College & Research Libraries.