

## 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

## 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 for 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)

(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

# EMERGENCY ACTION PLAN

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TEMPLATE

# EMERGENCY ACTION PLAN

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*for*

Facility Name: \_\_\_\_\_

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

DATE PREPARED: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

# EMERGENCY PERSONNEL NAMES AND PHONE NUMBERS

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## **DESIGNATED RESPONSIBLE OFFICIAL** (Highest Ranking Manager at

\_\_\_\_\_ site, such as \_\_\_\_\_, \_\_\_\_\_, or \_\_\_\_\_):

Name: \_\_\_\_\_ Phone Number: ( \_\_\_\_\_ )

## **EMERGENCY COORDINATOR:**

Name: \_\_\_\_\_ Phone Number: ( \_\_\_\_\_ )

## **AREA/FLOOR MONITORS** (*If applicable*):

Area/Floor: \_\_\_\_\_ Name: \_\_\_\_\_ Phone Number: ( \_\_\_\_\_ )

Area/Floor: \_\_\_\_\_ Name: \_\_\_\_\_ Phone Number: ( \_\_\_\_\_ )

## **ASSISTANTS TO PHYSICALLY CHALLENGED** (*If applicable*):

Name: \_\_\_\_\_ Phone Number: ( \_\_\_\_\_ )

Name: \_\_\_\_\_ Phone Number: ( \_\_\_\_\_ )

**DATE PREPARED:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

# EVACUATION ROUTES

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» Evacuation route maps have been posted in each work area.  
The following information is marked on evacuation maps:

1. Emergency exits
2. Primary and secondary evacuation routes
3. Locations of fire extinguishers
4. Fire alarm pull stations' location
  - a. Assembly points

» Site personnel should know at least two evacuation routes.

# EMERGENCY PHONE NUMBERS

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**FIRE DEPARTMENT:** \_\_\_\_\_

**PARAMEDICS:** \_\_\_\_\_

**AMBULANCE:** \_\_\_\_\_

**POLICE:** \_\_\_\_\_

**FEDERAL PROTECTIVE SERVICE:** \_\_\_\_\_

**SECURITY** (*If applicable*): \_\_\_\_\_

**BUILDING MANAGER** (*If applicable*): \_\_\_\_\_

# UTILITY COMPANY EMERGENCY CONTACTS

(Specify name of the company, phone number and point of contact)

ELECTRIC: \_\_\_\_\_

WATER: \_\_\_\_\_

GAS (*If applicable*): \_\_\_\_\_

TELEPHONE COMPANY: \_\_\_\_\_

DATE PREPARED: \_\_\_\_ / \_\_\_\_ / \_\_\_\_



# EMERGENCY REPORTING AND EVACUATION PROCEDURES

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## TYPES OF EMERGENCIES TO BE REPORTED BY SITE PERSONNEL ARE:

- MEDICAL
- FIRE
- SEVERE WEATHER
- BOMB THREAT
- CHEMICAL SPILL
- STRUCTURE CLIMBING/DESCENDING
- EXTENDED POWER LOSS
- OTHER (*specify*) \_\_\_\_\_  
(e.g., *terrorist attack/hostage taking*)

# MEDICAL EMERGENCY

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» Call medical emergency phone number (*check applicable*):

- ☐ Paramedics
- ☐ Ambulance
- ☐ Fire Department
- ☐ Other

Provide the following information:

- a. Nature of medical emergency,
- b. Location of the emergency (address, building, room number),  
and
- c. Your name and phone number from which you are calling.

» Do not move victim unless absolutely necessary.

» Call the following personnel trained in CPR and First Aid to provide the required assistance prior to the arrival of the professional medical help:

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

» If personnel trained in First Aid are not available, as a minimum, attempt to provide the following assistance:

1. Stop the bleeding with firm pressure on the wounds (note: avoid contact with blood or other bodily fluids).
2. Clear the air passages using the Heimlich Maneuver in case of choking.

» In case of rendering assistance to personnel exposed to hazardous materials, consult the Material Safety Data Sheet (MSDS) and wear the appropriate personal protective equipment. Attempt first aid ONLY if trained and qualified.

DATE PREPARED: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

# FIRE EMERGENCY

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» ***When fire is discovered:***

- Activate the nearest fire alarm (*if installed*)
- Notify the local Fire Department by calling.
- If the fire alarm is not available, notify the site personnel about the fire emergency by the following means (*check applicable*):

☐ **Voice Communication**

☐ **Phone Paging**

☐ **Radio**

☐ **Other** (*specify*)

» ***Fight the fire ONLY if:***

- The Fire Department has been notified.
- The fire is small and is not spreading to other areas.
- Escaping the area is possible by backing up to the nearest exit.
- The fire extinguisher is in working condition and personnel are trained to use it.

» ***Upon being notified about the fire emergency, occupants must:***

- Leave the building using the designated escape routes.
- Assemble in the designated area (*specify location*):
- Remain outside until the competent authority (*Designated Official or designee*) announces that it is safe to reenter.

» ***Designated Official, Emergency Coordinator or supervisors must (underline one):***

- Disconnect utilities and equipment unless doing so jeopardizes his/her safety.
- Coordinate an orderly evacuation of personnel.
- Perform an accurate head count of personnel reported to the designated area.
- Determine a rescue method to locate missing personnel.
- Provide the Fire Department personnel with the necessary information about the facility.
- Perform assessment and coordinate weather forecast office emergency closing procedures

» ***Area/Floor Monitors must:***

- Ensure that all employees have evacuated the area/floor.
- Report any problems to the Emergency Coordinator at the assembly area.

» ***Assistants to Physically Challenged should:***

- Assist all physically challenged employees in emergency evacuation.

**DATE PREPARED:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

# EXTENDED POWER LOSS

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In the event of extended power loss to a facility certain precautionary measures should be taken depending on the geographical location and environment of the facility:

- Unnecessary electrical equipment and appliances should be turned off in the event that power restoration would surge causing damage to electronics and effecting sensitive equipment.
- Facilities with freezing temperatures should turn off and drain the following lines in the event of a long term power loss.
  - Fire sprinkler system
  - Standpipes
  - Potable water lines
  - Toilets
- Add propylene-glycol to drains to prevent traps from freezing
- Equipment that contain fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas, drained of liquids, or provided with auxiliary heat sources.

## **UPON RESTORATION OF HEAT AND POWER:**

- Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensate from forming on circuitry.
- Fire and potable water piping should be checked for leaks from freeze damage after the heat.

**DATE PREPARED:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

# CHEMICAL SPILL

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## THE FOLLOWING ARE THE LOCATIONS OF:

Spill Containment and Security Equipment: \_\_\_\_\_

Personal Protective Equipment (PPE):

MSDS: \_\_\_\_\_

### » *When a Large Chemical Spill has occurred:*

- Immediately notify the designated official and Emergency Coordinator.
- Contain the spill with available equipment (e.g., pads, booms, absorbent powder, etc.).
- Secure the area and alert other site personnel.
- Do not attempt to clean the spill unless trained to do so.
- Attend to injured personnel and call the medical emergency number, if required.
- Call a local spill cleanup company or the Fire Department (if arrangement has been made) to perform a large chemical (e.g., mercury) spill cleanup.

Name of Spill Cleanup Company: \_\_\_\_\_

Phone Number: \_\_\_\_\_

- Evacuate building as necessary

### » *When a Small Chemical Spill has occurred:*

- Notify the Emergency Coordinator and/or supervisor (select one).
- If toxic fumes are present, secure the area (with caution tapes or cones) to prevent other personnel from entering.
- Deal with the spill in accordance with the instructions described in the MSDS.
- Small spills must be handled in a safe manner, while wearing the proper PPE.
- Review the general spill cleanup procedures.

DATE PREPARED: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

# STRUCTURE CLIMBING / DESCENDING EMERGENCIES

List structures maintained by site personnel (tower, river gauge, etc.):

NO.	STRUCTURE TYPE	LOCATION (address, if applicable)	EMERGENCY RESPONSE ORGANIZATION* (if available within 30-minute response time)

## EMERGENCY RESPONSE ORGANIZATION(S):

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

(Attach Emergency Response Agreement if available.)

\* - N/A. If no Emergency Response Organization available within 30-minute response time  
additional personnel trained in rescue

# TELEPHONE BOMB THREAT CHECKLIST

## INSTRUCTIONS: BE CALM, BE COURTEOUS. LISTEN. DO NOT INTERRUPT THE CALLER.

Your Name: \_\_\_\_\_ Time: \_\_\_\_\_ Date: \_\_\_\_\_

Caller's Identity Sex: Male \_\_\_\_\_ Female \_\_\_\_\_ Adult \_\_\_\_\_ Juvenile \_\_\_\_\_ Approximate Age: \_\_\_\_\_

Origin of Call: Local \_\_\_\_\_ Long Distance \_\_\_\_\_ Telephone Booth \_\_\_\_\_

### VOICE CHARACTERISTICS

\_\_\_\_ Loud \_\_\_\_\_ Soft  
\_\_\_\_ High Pitch \_\_\_\_\_ Deep  
\_\_\_\_ Raspy \_\_\_\_\_ Pleasant  
\_\_\_\_ Intoxicated \_\_\_\_\_  
Other \_\_\_\_\_

### ACCENT

\_\_\_\_ Local \_\_\_\_\_ Not Local  
\_\_\_\_ Foreign \_\_\_\_\_ Region  
\_\_\_\_ Race

### SPEECH

\_\_\_\_ Fast \_\_\_\_\_ Slow  
\_\_\_\_ Distinct \_\_\_\_\_ Distorted  
\_\_\_\_ Stutter \_\_\_\_\_ Nasal  
\_\_\_\_ Slurred \_\_\_\_\_  
Other \_\_\_\_\_

### MANNER

\_\_\_\_ Calm \_\_\_\_\_ Angry  
\_\_\_\_ Rational \_\_\_\_\_ Irrational  
\_\_\_\_ Coherent \_\_\_\_\_ Incoherent  
\_\_\_\_ Deliberate \_\_\_\_\_ Emotional  
\_\_\_\_ Righteous \_\_\_\_\_ Laughing

### LANGUAGE

\_\_\_\_ Excellent \_\_\_\_\_ Good  
\_\_\_\_ Fair \_\_\_\_\_ Poor  
\_\_\_\_ Foul \_\_\_\_\_  
Other \_\_\_\_\_

### BACKGROUND NOISES

\_\_\_\_ Factory \_\_\_\_\_ Trains  
\_\_\_\_ Machines \_\_\_\_\_ Animals  
\_\_\_\_ Music \_\_\_\_\_ Quiet  
\_\_\_\_ Office \_\_\_\_\_ Voices  
\_\_\_\_ Machines \_\_\_\_\_ Airplanes  
\_\_\_\_ Street \_\_\_\_\_ Party  
\_\_\_\_ Traffic \_\_\_\_\_ Atmosphere

## BOMB FACTS: PRETEND DIFFICULTY HEARING - KEEP CALLER TALKING - IF CALLER SEEMS AGREEABLE TO FURTHER CONVERSATION, ASK QUESTIONS LIKE:

- » When will it go off? Certain Hour \_\_\_\_\_ Time Remaining \_\_\_\_\_
- » Where is it located? Building \_\_\_\_\_ Area \_\_\_\_\_
- » What kind of bomb? \_\_\_\_\_
- » What kind of package? \_\_\_\_\_
- » How do you know so much about the bomb? \_\_\_\_\_
- » What is your name and address? \_\_\_\_\_
- » If building is occupied, inform caller that detonation could cause injury or death.
- » Activate malicious call trace: Hang up phone and do not answer another line. Choose same line and dial \*57 (if your phone system has this capability). Listen for the confirmation announcement and hang up.
- » Call Security at \_\_\_\_\_ and relay information about call.
- » Did the caller appear familiar with plant or building (by his/her description of the bomb location)?  
Write out the message in its entirety and any other comments on a separate sheet of paper and attach to this checklist.
- » Notify your supervisor immediately.

# SEVERE WEATHER AND NATURAL DISASTERS

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## » ***Tornado:***

- When a warning is issued by sirens or other means, seek inside shelter.  
Consider the following:
  - Small interior rooms on the lowest floor and without windows,
  - Hallways on the lowest floor away from doors and windows, and
  - Rooms constructed with reinforced concrete, brick, or block with no windows.
- Stay away from outside walls and windows.
- Use arms to protect head and neck.
- Remain sheltered until the tornado threat is announced to be over.

## » ***Earthquake:***

- Stay calm and await instructions from the Emergency Coordinator or the designated official.
- Keep away from overhead fixtures, windows, filing cabinets, and electrical power.
- Assist people with disabilities in finding a safe place.
- Evacuate as instructed by the Emergency Coordinator and/or the designated official.

## » ***Flood:***

### *If indoors:*

- Be ready to evacuate as directed by the Emergency Coordinator and/or the designated official.
- Follow the recommended primary or secondary evacuation routes.

### *If outdoors:*

- Climb to high ground and stay there.
- Avoid walking or driving through flood water.
- If car stalls, abandon it immediately and climb to a higher ground.

## » ***Hurricane:***

- The nature of a hurricane provides for more warning than other natural and weather disasters. A hurricane watch is issued when a hurricane becomes a threat to a coastal area. A hurricane warning is issued when hurricane winds of 74 mph or higher, or a combination of dangerously high water and rough seas, are expected in the area within 24 hours.

### *Once a hurricane watch has been issued:*

- Stay calm and await instructions from the Emergency Coordinator or the designated official.
- Moor any boats securely, or move to a safe place if time allows.
- Continue to monitor local TV and radio stations for instructions.
- Move early out of low-lying areas or from the coast, at the request of officials.
- If you are on high ground, away from the coast and plan to stay, secure the building, moving all loose items indoors and boarding up windows and openings.
- Collect drinking water in appropriate containers.

*Continued on next page.*



# SEVERE WEATHER AND NATURAL DISASTERS

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*Continued from previous page.*

## » **Hurricane (continued):**

*Once a hurricane warning has been issued:*

- Be ready to evacuate as directed by the Emergency Coordinator and/or the designated official.
- Leave areas that might be affected by storm tide or stream flooding.

*During a hurricane:*

- Remain indoors and consider the following:
  - Small interior rooms on the lowest floor and without windows,
  - Hallways on the lowest floor away from doors and windows, and
  - Rooms constructed with reinforced concrete, brick, or block with no windows.

## » **Blizzard:**

*If indoors:*

- Stay calm and await instructions from the Emergency Coordinator or the designated official.
- Stay indoors!
- If there is no heat:
  - Close off unneeded rooms or areas.
  - Stuff towels or rags in cracks under doors.
  - Cover windows at night.
- Eat and drink. Food provides the body with energy and heat. Fluids prevent dehydration.
- Wear layers of loose-fitting, light-weight, warm clothing, if available.

*If outdoors:*

- Find a dry shelter. Cover all exposed parts of the body.
- If shelter is not available:
  - Prepare a lean-to, wind break, or snow cave for protection from the wind.
  - Build a fire for heat and to attract attention. Place rocks around the fire to absorb and reflect heat.
  - Do not eat snow. It will lower your body temperature. Melt it first.

*If stranded in a car or truck:*

- Stay in the vehicle!
- Run the motor about ten minutes each hour. Open the windows a little for fresh air to avoid carbon monoxide poisoning. Make sure the exhaust pipe is not blocked.
- Make yourself visible to rescuers.
  - Turn on the dome light at night when running the engine.
  - Tie a colored cloth to your antenna or door.
  - Raise the hood after the snow stops falling.
- Exercise to keep blood circulating and to keep warm.

# CRITICAL OPERATIONS

During some emergency situations, it will be necessary for some specially assigned personnel to remain at the work areas to perform critical operations.

## ASSIGNMENTS:

WORK AREA:	NAME:	JOB TITLE:	DESCRIPTION OF ASSIGNMENT:

- Personnel involved in critical operations may remain on the site upon the permission of the site designated official or Emergency Coordinator.
- In case emergency situation will not permit any of the personnel to remain at the facility, the designated official or other assigned personnel shall notify the appropriate \_\_\_\_\_ offices to initiate backups. This information can be obtained from the Emergency Evacuation Procedures included in the \_\_\_\_\_ Manual.

## THE FOLLOWING OFFICES SHOULD BE CONTACTED:

Name/Location: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Name/Location: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Name/Location: \_\_\_\_\_

Phone Number: \_\_\_\_\_

# TRAINING

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The following personnel have been trained to ensure a safe and orderly emergency evacuation of other employees:

**FACILITY:**

NAME:	TITLE:	RESPONSIBILITY:	DATE:

# A Seat at the Table: Working with the Disaster Workforce

Librarians should consider which resources they need to carry out these roles and develop plans to use them in community disaster response efforts.

## 1. Personal and Family

1. Do library staff members have a preparedness plan in place in the event they are unable to be at home for an extended time?
2. Do library staff members have the characteristics and skills needed to manage during an emergency?
  - Flexible
  - Civic-minded
  - Assertive
  - Able to connect needs of people with appropriate available resources
  - Organized
  - Knowledgeable about information sources
  - Adaptable
  - Knowledgeable about disaster preparation
  - Digitally literate
  - Have completed a basic Incident Command System (ICS) course
  - Calm under pressure
  - Politically savvy
  - Have contacts in the community or local government
  - Able to defuse angry or upset people
  - Good at networking
  - Have initiative
  - Persistent
  - Willing to take risks
  - Know when to engage others
  - Communication skills
  - Respectful of others and their ideas
  - Evaluative
  - Aware
  - Open/Honest
  - Consistent
  - Creative
  - Proactive versus reactive
  - Resourceful
  - Decisive

## **2. Institutional Capacity**

1. Does your library have a disaster plan?
2. Does your library have a plan for immediate security in the event of civil unrest during business hours?
3. Does your library have a plan for sheltering in place?
4. Does your library's leadership team have multiple contact numbers for staff members, including cell numbers for other family members or neighbors?
5. Does your library have generators to use during power outages?
6. Does your library have Internet that will allow access to the general public?
7. Does your library have supplies necessary for staff members to shelter in place for at least 96 hours?
8. 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?
9. Will your library need to supply food, water, shelter, restroom facilities?

## **3. Business Continuity**

1. How would your library staff provide service if the buildings were inaccessible for a long time?
2. What are the three most critical services your library must offer in an emergency?
3. Who would need to know your library was available to offer these services? (e.g., fire, police, media, general public, patients, students, etc.)
4. Do you know how to get the information for services to these groups? Do you have updated contact information for all media, fire, police, government officials, etc.?
5. What are the obstacles the library staff would face if they had to shelter in place for at least 96 hours?
6. What resources and supplies would be needed if the library staff must shelter in place for at least 96 hours?
7. Does your library's leadership team have the authority and ability to hire security guards or engage local law enforcement for help if your buildings were to remain open in the event of civil unrest within your community?
8. Does your library have a social media presence or blogging platform and a person to update followers about your status and the status of other relevant operations?
9. What resources, supplies, collections, staff, etc. would be needed to work remotely?
10. Do you have the authority to allow staff to work remotely? Is a mechanism in place to track staff time and continue to pay staff?
11. If library staff members evacuated to another town and were unable to return to work in a timely manner or if public transportation is unavailable, does your library's leadership team have the authority to hire temporary staff or engage community volunteers?
12. Would you have access to staff from other departments within your local government should you need them?

13. Do you have contact information for and are you able to get in touch with all critical staff to deploy or gather as necessary?
14. Do you have a relationship with and contact information for your top administrators in order to keep them updated on operations, issues and needs for critical replacement of resources?

#### **4. Community capacity**

1. What local organizations and agencies are active during disasters? What Federal organizations and agencies are active during disasters?

# Activity: Building Relationships

This activity will help you begin thinking through the relationships you need to build to have a seat at the table of disaster management.

2. List some of the key relationships that you and/or your library need to pursue. Suggestions include community organizers, community leaders, decision makers, and others with whom you can partner and collaborate. For this activity, keep things general. We will make a detailed list with contact information in the next section.
3. Identify some potential barriers to having a seat at the table and a place in the disaster management process.
4. List some potential solutions to overcome these barriers.



### Federal

Position / Agency	Key Contact
Senator	[Insert contact information]
Representative	[Insert contact information]
FEMA	[Insert contact information]
Department of Homeland Security	[Insert contact information]

### State

Position / Agency	Key Contact
Office of Emergency Preparedness	[Insert contact information]
Department of Homeland Security	[Insert contact information]
State Police	[Insert contact information]
Emergency Broadcasting System	[Insert contact information]

### County/Parish

Position / Agency	Key Contact
Leaders	[Insert contact information]
Shelters	[Insert contact information]
Sheriff	[Insert contact information]
County Commissioners	[Insert contact information]

## City/Town

Position / Agency	Key Contact
Mayor	[Insert contact information]
Police Department	[Insert contact information]
Fire Department	[Insert contact information]
Hospitals	[Insert contact information]
Shelters	[Insert contact information]
Facilities Management	[Insert contact information]

## Institution

Position / Agency	Key Contact
Board	[Insert contact information]
Dean	[Insert contact information]
Director	[Insert contact information]
Staff	[Insert contact information]
Information Technology	[Insert contact information]
Facilities Manager	[Insert contact information]

**Instructions:** *Customize this letter of introduction as needed. Suggested edit points are denoted in brackets below. Replace the bracketed text with your own information or content as needed. Place the final copy on your institution's letterhead. Delete this text from the final document.*

[Insert date]

[Insert address]

Dear [Insert contact name]:

I am writing to ask for the opportunity to partner with you in community disaster planning. My library specializes in the research, organization, and dissemination of current news and information. The library staff has many capabilities for providing assistance in the acquisition and use of this information. I see many areas of potential cooperation and collaboration that will benefit those we both serve, especially during a disaster.

[Insert statement of your understanding of what this person/organization would need in an emergency.]

[Insert statement explaining how your library can address these needs.]

[Express your desire to collaborate and establish a working relationship. Ask for an opportunity to meet or engage in a phone call.]

[Insert statement of the follow-up you expect to make. Example: I will contact you soon to set a time for us to discuss the needs of our constituents.]

[Insert contact information.]

[Insert a closing statement thanking the individual in advance for her/his time.]

Sincerely,

# Follow-up Phone Call

**Instructions:** *Customize this follow-up phone call script. The purpose is not to create a word-for-word script of your phone conversation, but instead to guide you so that the conversation accomplishes its purpose.*

Phone Call Element	Things I plan to say or include, or notes I take during the call
1. Introduce yourself and say you were told that they (the administrative assistant) would know how to help you.	
2. State your specific needs and ask who would be the best contact.	
3. Obtain complete contact information, including: <ul style="list-style-type: none"><li>• Title</li><li>• Office phone</li><li>• Cell phone (if possible)</li><li>• E-mail address</li></ul>	
4. Find out when might be the best time to contact the person.	
5. Ask for the administrative assistant's mailing address (to send a thank-you card with your business card enclosed).	

**Instructions:** *Customize this introductory elevator speech as needed for your institution and goals.*

## Elevator Speech Fundamentals

- Be succinct and brief.
- Convey only the most important information.

## Decide What to Include

1. Identify your goal.
2. Explain what you do and why it is important.
3. Communicate your value.

## Put it All Together

4. Combine your answers into a clear, concise elevator speech.

Sample:

*"I help emergency responders in my town gain access to reliable, current, and verified information to support them in their decision making."*

## Practice

# Activity: Reflection

In the aftermath of Hurricane Harvey, the [National Network of Libraries of Medicine, South Central Region](#) reached out to network members to learn how the storm had impacted them on an individual and community level. [Chapter News: Hurricane Harvey: Voices from the Storm](#) provides a summary of what they learned.

For this self-reflection activity, consider how a major storm or event would impact you, your family, your colleagues, your community.

Use this form to document your thoughts.

5. What information do you need?
6. How will you access the information? What format will it be in?
7. Given time to prepare, what more could you do in a similar scenario?