



Chapter Council Presents Sharing Roundtables

MLA Annual Meeting

Chicago IL

Sunday, May 18, 2008

Facilitator: Robin Featherstone

Recorder: Vickie Sanders

Table # 21

Table Topic: Managing Resources in Emergency/Disaster Situation

Final Report Form

Participants: Catherine Burroughs, Anne R Palmer, Geddy Paulaitis

In a brief format, please list topics discussed and ideas shared. Use the back of this sheet or an extra sheet if necessary:

Managing Resources

- Have an external IP with access away from the emergency area, and have a back up server outside of area for remote access
- NLM – negotiating with several vendors about providing access to fulltext journal articles for affected areas in the event of a disaster
- Hospitals – have an emergency plan in place in accordance with JCAHO standard
- In a hurricane scenario expect the following: power lost, lost of system integration, lost servers, lost of connections with power back up, mold formation, lost communication channels (phones, email)
- Build a relationship with IT for management of systems
- Have a plan to store disaster recovery supplies
- NLM has developed a toolkit with an Emergency Preparedness and Response Plan for network members. The toolkit includes other resources and service, such as disaster planning templates, steps for continuity of services planning, lessons learned from disaster response, etc. See <http://nlnm.gov/ep/>.

Managing Personnel

- Be in communication with key personnel, set priorities in an emergency
- Have a written plan to account for personnel, and to take care of critical needs
- Have key personnel to equip building
- Keep an updated binder with key personnel to contact
- Make personnel allowance for those who have children, let them go home, and those without families expected to stay and work. The director makes the decision who stays and goes home in an emergency.

Managing Collections and Example Reference Questions from a Disaster

- Pasco County, Florida, public library runs an emergency call center to answer questions during disasters
- During Katrina Houston Public Librarians acting on their own set up a stand-alone library at a shelter. Typical questions included searching Google maps for satellite map of areas for location of damaged homes, filling out FEMA forms which had to be done online. Issues to be considered by librarians in shelters include: how to prove one is a US taxpayer, physicians crossing states and how can they be accredited in another state, people coming to the library and asking librarians to identify pills.



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- On a national basis more emphasis should be placed on scanning priority documents, prescriptions, medical records information so in a disaster one can have the vital information on a DVD or in another secure (but accessible) location.
- Due to disasters there are libraries collecting information on specific topics, for example a library in Toronto is collecting specialized materials on SARS.
- In South Carolina, a library that had its print collection wiped out has made the transition to collecting only electronic materials.