Case Studies

Toronto hospital’s experience with SARS:

Credit union’s experience with hurricane
http://www.bankinfosecurity.com/disaster-recovery-case-study-surviving-rita-a-750/op-1

Mississippi community’s experience with hurricane
http://ocean.otr.usm.edu/~w301497/disasters/moss_point_case_study.html

Houston Academy of Medicine’s experience with Katrina

Sumter Regional Hospital’s experience with a tornado

Terrorism Information Center and Oklahoma City bombing

Bangladesh and floods

Colorado public library and wildfires
Additional Links

Training and Preparation

NIMS Training (National Incident Management System)
http://www.training.fema.gov/nims/

ICS Incident Command System
http://training.fema.gov/emiweb/is/icsresource/index.htm

Online Incident Report Form for Nebraska
https://nema.nebraska.gov/incident-status-report

ALA Disaster Response: A Selected Annotated Bibliography
http://www.al.org/Template.cfm?Section=libraryfactsheet&Template=/ContentManagement/ContentDisplay.cfm&ContentID=25420

American Library Association
http://libguides.al.org/disaster

Disaster Plan Templates
(If you don’t like any of these, google library disaster plan template and you will get many more.)

dPlan: The online disaster-planning tool for cultural and civic institutions. NEDCC
http://www.dplan.org/

Ready.gov -- Business Continuity Planning Suite
Family and Personal Preparation

Centers for Disease Control

FEMA Checklist

Red Cross
http://www.redcross.org/get-help/prepare-for-emergencies/be-red-cross-ready/get-a-kit

TEMA (Tennessee Emergency Management Agency)
http://www.tnema.org/

Ready TN
http://www.tnema.org/ReadyTN/index.html
Resources


The purpose of this document is to assist members of the college health community in planning for emergencies using an all-hazards approach. Its perspective is both macro and micro, beginning with a national model of response and drilling down to the particulars of health service preparedness. The guide walks readers through the spectrum of emergency preparedness, from planning to recovery, at both the institutional level and the departmental level. Plenty of checklists and resources are included at the end of the document to serve as planning tools.


Accessed April 1, 2017.

This report explains the causes of small business failures after a disaster and how to prevent the failures. Many businesses do not reopen after a disaster. Those that do, realize later that their greatest business losses did not come from the original direct damage, but from poor business decisions made after the disaster. It emphasizes that things will never get back to normal and that should be understood and accepted up front.


This book offers simple, concise steps for increased productivity and efficiency while teaching the art of working simply, from streamlining your email to managing your daily tasks to developing specific steps to achieve your goals. A quick read, this book demonstrates how to identify the essential and eliminate the unnecessary by breaking down goals to manageable tasks, focusing on a few tasks at a time, create more productive habits and increase efficiency.


This article explores the implications of how the media presents information to the public. The article reveals how the media did not adequately represent key public health roles necessary before, during and after a disaster. The reporting on Hurricane Katrina not only informed citizens but also informed and influenced key audiences including policymakers. The key takeaway is that public health practitioners should always be ready with core messages, ensure that these messages are consistent, be willing to
admit that they do not know everything, use lay language that avoids technical and bureaucratic jargon, and be sensitive to community “hot button issues.”

   The Ferguson Municipal Library, MO, became a model for all libraries in the way it reacted to the crisis and the aftermath of riots brought on by the shooting of Michael Brown by local police. This article demonstrates all that the library did to serve its community.

   This article reports on how libraries in Colorado provided critical services to residents and served as relief centers for patrons following flooding in September 2013.

   The findings of the Good to Great study will surprise many readers and shed light on virtually every area of management strategy and practice. The findings include: Level 5 Leaders: The research team was shocked to discover the type of leadership required to achieve greatness; The Hedgehog Concept: (Simplicity within the Three Circles): To go from good to great requires transcending the curse of competence; A Culture of Discipline: When you combine a culture of discipline with an ethic of entrepreneurship, you get the magical alchemy of great results. Technology Accelerators: Good-to-great companies think differently about the role of technology; The Flywheel and the Doom Loop: Those who launch radical change programs and wrenching restructurings will almost certainly fail to make the leap.

   This article demonstrates how the Enoch Pratt Free Library in Baltimore, MD and the Ferguson Public Library in Ferguson, Mo. chose to remain open and provide critical services as tragedies unfolded in their communities.


To help mitigate the impact of disasters on healthcare providers and their patients, the National Network of Libraries of Medicine (NN/LM) has developed and oversees an emergency preparedness and response plan to help Network members maintain their information services in the event of a disaster. This article includes both pieces, the preparedness plan which presents a strategy for each Network member to develop a plan suitable to their environment and the emergency response plan which presents a
strategy for communicating among members both before and during a disaster thus providing support for essential services as well as a follow up and reporting component. Detailed suggestions for both plans are included with sample scenarios.


The objective of this project was to develop a knowledgebase of stories illustrating the variety of roles that librarians can assume in emergency and disaster planning, preparedness, response, and recovery. The National Library of Medicine conducted an oral history project during the summer of 2007—aimed to describe clearly and compellingly the activities, both expected and unusual, that librarians performed during and in the aftermath of the disasters. Using four broad questions—What happened in your community? How did the library and librarians respond? How has the library, or the services provided, changed as a result of these events? And what in your opinion are the roles for librarians and libraries in disaster planning, response and recovery efforts?—the investigators recorded the stories of twenty three North American librarians who responded to bombings and other acts of terrorism, earthquakes, epidemics, fires, floods, hurricanes and tornadoes.

Frykberg, Eric, MD, FACS, Leonard Weireter, MD, FACS, Lewis Flint, MD, FACS. “10 Questions and Answers About Disasters and Disaster Response.” Insurance Advocate. 95.3 (March 2010): 6-13. Print.

In this article, the authors review some of the fundamental principles of disaster response that they believe would be helpful for surgeons seeking to understand and interpret media reports related to the situation in Haiti, as well as other disasters. They outline ten key questions such as why did it take so long for the disaster relief response to start working in Haiti? And what are the elements of a disaster response? And how should health care facilities prepare for disaster response?


Libraries have always played a special role in terms of disaster by continuing to provide information services. The Stafford Act of 2011 designates libraries as among the temporary facilities delivering essential services so the federal government directive for a Continuity of Operations Plan for all of its agencies is a planning imperative for libraries. This book covers an eight step approach to developing a risk assessment plan, information on how to use mobile devices and social media effectively during a disaster along with sample disaster plans, exercises, manuals and customizable plans.

This chapter reviews changes in how libraries respond to disasters since the year 2000. The Internet has turned libraries into communication hubs during a disaster, a place where people naturally go for information, connectivity and a sense of normalcy. This chapter demonstrates the essential role of libraries before, during and after a disaster, both short term and long term and how to get a seat at the table with community planners. In order to do this, a library needs its own continuity of operations plan.


This guide brings together in one comprehensive work four tabbed dividers designed to provide essential information at your fingertips. The 4 sections titled what to do first, the response team, the top ten problems to expect and resources all provide detailed and concise information including bulleted lists that pertain to that section.


Political analyst and consultant shares his wisdom on how the words we and others choose to use can change lives—from how we view government policy, elect our leaders, spend or money, or close a deal. He offers insights into finding and choosing the right words to achieve certain goals. He includes the ten rules of effective language, twenty one words and phrases for the 21st Century, political case studies and the best language to use when negotiating a deal or communicating in a corporate environment.


Collaborations, cooperation, and partnerships are key words in the library community these days, particularly during a downturn in the economy when funding is short and programming needs are great. Lynch provides a 25-year history of the partnerships developed by Broward County Library in Fort Lauderdale, FL, which was selected as "Library of the Year" by Gale Research/Library Journal in 1996. Drawing on Broward County's experience, the contributors to this handbook talk about the development of the partnership process with the myriad organizations (500-plus at this time) currently involved. Both the benefits and challenges of cooperative partnerships are addressed by different members in the group. Points the contributors emphasize are: be prepared for negotiation and dealing with rules and policies of the different organizations; anticipate and expect change; know the target population you wish to serve; be willing to compromise; expect delays; be flexible; and more. This is the first book of its type to discuss an active, ongoing partnership and how it was formed and grew. Public libraries
of any size should seriously consider the suggestions made in this book as they develop future plans for their libraries and communities.


In this article the authors go into detail about how the National Network of Libraries of Medicine can logically and practically support the emergency response roles of public libraries. They begin with explaining how the NN/LM SCR initiated a project to explore ways to support the emergency response of public libraries in the region—a project that could be generalized to public libraries facing other types of disasters. The project began with the execution of a needs assessment of public libraries and utilized an advisory group that included public librarians who validated the findings of the assessment. The project further determined six public library qualities that are highly valuable to disaster response to be promoted to emergency responders. Finally, the project team determined five strategies to help public libraries build capacity to serve the needs of both consumers and health and emergency response professionals.


This very practical guide explains what really does and doesn’t contribute to community building success. It reveals 28 factors to consider for building community more effectively and efficiently. The 28 factors include detailed descriptions and case examples of how each factor plays out followed by practical questions you can use to assess your work. You can use this report to find out what community characteristics contribute to successful community building, make sure key processes such as communications and technical assistance are in place, determine if community leaders or organizers have essential qualities such as a relationship of trust and flexibility, and evaluate the likely success of a proposed project or get a struggling effort back on track. Examples, definitions, and a detailed bibliography are provided. The result is concrete, understandable research based on real-life experiences. In addition to the factors, you also get working definitions for community, community building, and many other terms; a list of resources and contacts in the field; an explanation of how the research was done; and a complete bibliography of all the studies used in this report.


The author of this book challenges librarians everywhere to get involved early and often in community planning and development activities. She explains in details how to build a grassroots campaign, strengthen the library's connections in the community by forming powerful partnerships, become involved in policy making early, and promote the library's tangible assets. It is critical for librarians to work on these partnerships and not
assume that everyone in the community values their library and services. The connection must be in place before the opportunities present themselves or the library won’t be considered for a role. She provides characteristics of the community, the community building process and community building organizers with concrete examples and the suggested role of the librarian.


Agile librarians have expertise in the practice of their profession and in the business of gaining and maintaining influence, as well as in effective marketing and public relations. This useful handbook describes and illustrates proven methods to get your library and information services the attention and support they deserve. Discover what your parent organization needs and values most. Build a credible image and strengthen positive communication. Gather, analyze, and use valid evidence to support decisions to ensure that non-librarian decision makers (boards, clients, committees, executives, managers, patrons, politicians, principals, taxpayers, teachers, trustees, users, and other stakeholders) fully appreciate and understand the value and utility of library and information services.


General industry is required to plan for emergencies under several different local, state and federal regulations. But what happens when an emergency leaves the property line and travels into the surrounding neighborhood or an off-site emergency affects a facility? This article is based on a community emergency response exercise project developed by the Erie County, PA Local Emergency Planning Committee. It discusses regulatory emergency planning requirements, pre-emergency planning and coordination between fixed facilities and emergency response agencies, development of emergency planning discussion points; and development of a community emergency response exercise framework.


This article describes the training that the New Jersey State Library provided to four public libraries. The training, called “Run. Hide. Fight” teaches a three step approach to action in the event of an active shooter in the public library. It also touches on other states that have taken a similar approach to this type of training for libraries.


This article details what transpired at the Boston Public Library in the aftermath of a water main brake. It outlines the lessons learned from this type of disaster and also provides a good overview of steps that libraries can take to build an IT disaster recovery
plan so that there will be a shorter disruption of service period should IT equipment be damaged or destroyed.

This article examines how healthcare organizations are a critical part of a community’s resilience and play a prominent role as the backbone of medical response to natural and manmade disasters. The importance of healthcare organizations, in particular hospitals, to remain operational extends beyond the necessity to sustain uninterrupted medical services for the community, in the aftermath of a large scale disaster. Hospitals are viewed as safe havens where affected individuals go for shelter, food, water and psychosocial assistance, as well as to obtain information about missing family members or learn of impending dangers related to the incident. The authors show how the ability of hospitals to respond effectively to high consequence incidents producing a massive arrival of patients that disrupt daily operations requires surge capacity and capability.

This article delineates the lessons that public health professionals learned during past disasters and information/resources found to be lacking during past disasters. Disasters can result in public health crises if infection prevention/control interventions are not implemented rapidly and appropriately. Gaps in past public health disaster response include infection prevention/control in mass casualty incidents, public education, internal and external communication, mental health, physical plant, and partnerships with outside agencies, and provide public education on disaster preparedness.

This article investigates disaster management planning and rehearsal within health organizations in Iran. It was discovered that current plans do not provide an opportunity for improvement in their ability to respond to a disaster. The article discusses and explains the three types of planning: comprehensive disaster management planning, business continuity planning, and contingency planning as well as the importance of updating them regularly. There is a questionnaire at the end to determine readiness for a disaster.

The reality of business today (the word business here is used to describe any organization, be it private, public or not-for-profit, that provides a product or service of value to its customers) is that increasing and dynamic natural, technological and human induced threats, business complexity, government regulation, corporate governance requirements, and media and public scrutiny demand a comprehensive and integrated approach to business crisis and continuity management (BCCM). Organizations within all sectors (public, private and not-for-profit) continue to create and fill executive level and non-executive level positions to lead and manage their operations. The results of this research study contribute to the understanding of the organizational functions supporting the management of disruptive (crisis) events and the continuity of operations.


In June of 2012, the Algo Centre Mall in Elliot Lake, Ontario, collapsed suddenly, killing 2 people, injuring many more, and destroying many of the community’s services including the public library. This article focuses on how something like this can be a catalyst for refocusing of the library’s role and improving services and facilities in order to better meet the changing information needs of the community.


This article reflects on the services offered by the Ochsner Medical Library of the Louisiana State University in New Orleans. When Hurricane Katrina hit the coast of Louisiana, this medical library became the hub of activity for the assistance of the local community. The library utilized its technology and Internet to assist the public in filing FEMA claims, insurance claims and the Red Cross. This article details the Medical Library Recovery Project which was born out of the disaster and whose aim was to set up an information network freely available to patients and healthcare professionals.


This resource introduces the framework for 21st century learning that lays out the skills needed to survive and thrive in our complex, ever changing and technology driven modern world.

This study bridges a gap between public library and emergency management policy versus practice by examining the role of public libraries in the community resource network for disaster recovery. It identifies the opportunities and challenges for public libraries to fulfill their role as a FEMA designated essential community organization and enhance community resilience.


The authors describe the disaster planning process in a health sciences library—the University of South Carolina School of Medicine. The school was able to obtain a grant to hire two consultants to aid in the development of a comprehensive disaster plan and to purchase emergency supplies. Although most of us will not be lucky enough to have a grant for this process, this article gives an excellent brief overview of the process including a risk assessment survey, a building survey, identification of priorities, guides for continuing key services, tools and templates and staff training.